**Job Description**

Job Title: Missing Support Worker

Grade: SO1

**Overall purpose of the job**

This role will support the local authority’s statutory responsibility to provide return interviews to young people who have been missing from home or care (within 72 hours).

To undertake return interviews with children and young people who are the responsibility of Cambridgeshire County Council and have been reported missing. Ensuring that clear and accurate reports are recorded and shared with relevant Professionals within prescribed timescales.

To develop and deliver direct work supporting children and their families , with the flexibility of group work and work in one-to-one settings, who are frequently missing or missing for over 24 hours.

To develop and deliver training and support for professionals around Missing Children.

**Main accountabilities**

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|   | **Main accountabilities**  |
| 1.  | **Service Delivery**  Support the service to meet Statutory timescales in providing return interviews to children and young people who have been identified as missing from home or care within 72 hours of their return, and to ensure that accurate and timely reports record each interview.   Develop positive, respectful and honest professional relationships with children and young people.  Support children and young people to engage in positive activities within their lives.  Plan, organise and deliver targeted group work in line with agreed priorities and outcomes.  Be creative in engaging with hard-to-reach young people.  Contribute to meetings relevant to the child or young person that is being supported and ensure confidence in implementing safety plans.  Make appropriate use of communication systems to obtain and give information ensuring this information is accurate and kept up to date.  Ensure all service timescales are adhered to.  Ensure the correct pathway is followed should further work be needed as a result of the Return Home Interview with the child.   |

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| 2.  | **Safeguarding**  Work within Cambridgeshire County Council’s safeguarding and child protection policies & procedures; including Risk Outside the Home triage and conferencing.Follow Team processes when a safeguarding issue arises.  Ensure that safeguarding and child protection training is updated regularly.   |
| 3.  | **Administration and IT** Maintain management information through the appropriate IT systems in line with professional requirements and departmental recording methods.  Ensure reports are completed on the system within 24 hours of the interview or direct work having been conducted.  Follow case recording guidance and complete a written record following each Return Home Interview undertaken.  Complete recording on Liquid Logic (or any other Council identified database) in line with council procedures to ensure records are up to date and accurate.  Use secure e-communication systems, including email and texting in line with Council policies.  Maintain records by providing concise and accurate information.   |
| 4.  | **Professional Development and values**  Take responsibility for own professional development including keeping up to date with information within the service.  Work in accordance with the Council’s Equality Diversity and Inclusion Strategy by being committed to promoting fairness and equality of opportunity and celebrating diversity for all people. To carry out all other related professional functions, including the protection of confidentiality, record-keeping and time management, as well as participation in appropriate training and development activities and the Councils equal opportunities policy.  |
| 5.  | **Partnership working** Work with the relevant teams within Children’s Services.  Work with the relevant professionals and partnership agencies to help identify children and young people who are at risk of harm outside of the home, this could include but is not limited to abuse, exploitation, radicalisation.  Ensure that information is shared with the Police where appropriate.  Participate in the introduction of the Service to colleagues, partner agencies and other professionals; this may include attending training, induction days and carer meetings.  Develop and maintain positive working relationships with a range of internal and external stakeholders for the purposes of delivering improved outcomes for young people. Strengthen partner agencies’ understanding and response to missing children by providing training and ongoing consultancy.     |

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| 6.  | **Quality assurance**  Support the Manager in the collection and reporting of management information so that the performance standards/targets can be monitored and action taken.  Participate in the collection of feedback from peers and children and young people.  Contribute to the development of the service, to include developments based on feedback on the service.  |

**Person Specification**

**Qualifications, knowledge, skills and experience**

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| **Qualifications Required**  | **Subject**  | **Essential/** **Desirable**  |
| 3 A Levels/NVQ 3 or equivalent experience  |  Relevant to role | Essential  |
| GCSE level C in maths and English or equivalent  |   | Essential  |
| Evidence of relevant Continuous Professional Development  |   | Essential  |

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| **Identify**  | **Describe**  | **Essential/ Desirable**  |
| **Knowledge**  |   |   |
| Knowledge in Statutory guidance  | Understanding of the Statutory guidance in relation to the children and young people who go missing.  | Essential  |
| Demonstrate awareness of the different forms of abuse, and the different signs and symptoms associated.  | Essential  |
| In depth knowledge of child protection and safeguarding processes and services, in particular relating to risks outside the home.  | Essential  |
| Knowledge and awareness of issues relating to communities from different racial and cultural backgrounds and Equal Opportunities  | Desirable |
| Knowledge of relevant legislation including the Children Act 1989, Care Planning, Placement and Case Review guidance and Regulations 2010, Working Together 2015, Counter-Terrorism and Security Act 2015, United Nations Convention of the Rights of Child (ratified in 1991)  | Desirable  |
| **Skills**  |  | Essential  |
| Excellent communication skills | Ability to work with children and young people who have communication needs. | Essential |
| Excellent written and verbal communication skills  | Essential |
| Ability to manage conflict and uncertainty with a view to achieving an outcome that will be in the best interests of young people | Essential |
| Ability to adapt behaviour and approach according to the situation with a reliable sense of judgement about how to identify risk | Essential |
|  Flexible working style  | Ability to adapt to change on a daily basis, and/or longer term as services develop and change  | Essential  |
| Ability to work as part of a team and on own initiative  | Essential  |
| Able to work flexibly and travel to a variety of locations when required including evenings, weekends, and bank holidays.  | Essential |
| Recognising and recording risk | Ability to identify, record and report potential risk  | Essential  |
| Proficient in maintaining confidentiality and understanding the importance of accurate and timely data input on a database.  | Essential  |
| Commitment to providing a high-quality needs led service  | Essential  |
|  | Clear understanding and commitment to equal opportunities and the ability to use this knowledge in anti-discriminatory professional practice with young people and partner organisations.  |  Essential  |
|   | Ability to problem solve on a wide range of issues and to seek the necessary information and guidance to make an appropriate decision or recommended course of action  | Essential  |
| **Experience**  |  |  |
| Working with vulnerable children   | Experience of working with children and young people who are at risk of significant harm.  | Essential |
| Experience and knowledge of working in Services for Children, Young People and Families  | Essential  |
| Experience of working with and understanding the complexities of young people with complex needs  | Essential  |
| Demonstrate an understanding of the safe working practices that apply to this role.  | Essential  |
| **Safeguarding**  |  |  |
| Safeguarding children | Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.  | Essential |

**Disclosure level**

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| What disclosure level is required for this post?  | None  | Standard  |
| Enhanced  | **Enhanced with barred list checks**  |

**Work type**

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| What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)  | Fixed  | **Flexible** | Field  | Home  |