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| **Job Description** | |
| **Post title** | Missing Children Co-ordinator |
| **JE Reference No** | N10713 |
| **Grade** | Grade 7 |
| **Service** | Children’s Services |
| **Service Area** | First Contact & County Wide Specialist Services |
| **Reporting to** | Supporting Solutions Team Manager |
| **Location** | Your normal place of work will be The Nest, Nettlesworth, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to an enhanced disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
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| **Description of role** |

The co-ordination and development of return interviews for missing children and young people, driving standards across the authority and improving practice.

The role will co-ordinate and develop the Return Interviews for missing children/young people, fulfilling the Local Authority’s role and statutory duty in this area.

Liaising closely with Police colleagues within the ERASE team, the role will ensure that effective action is taken to achieve the best outcomes for children and young people and to ensure that any intelligence is identified and is passed to the ERASE team. The role will also ensure that best practice in this area is researched and shared.

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| **Duties and responsibilities** |

*Use this section to provide a detailed description of the responsibilities of the post. The duties and responsibilities should be described in such a way as to provide a clear picture of the activity to be undertaken.*

* To ensure that there is proactive engagement with all children and young people who run

away and to ensure that they are offered a return interview in line with Durham County Council

procedures.

* To be responsible for undertaking and where appropriate, the allocation of interviews to other staff in a manner that meets the agreed timescales.
* To provide the quality oversight for return home interviews and the development of staff undertaking return home interviews, ensuring that they have the required skill base to complete the role.
* To monitor performance against agreed timescales and take action when performance is

not of an acceptable standard.

* To identify poor practice that may be leading to children/young people going missing and

to raise the issue with relevant agencies including social workers and provision for looked

after children.

* To provide the link to the Quality Assurance Framework within Children’s Services and the Strategic Child Exploitation Group.
* To ensure that a customer and user focus results in professional judgements that promote

and are respectful of culture, language, ethnic origin, faith, gender, sexual orientation and

disability, so that rights and responsibilities are respected.

* To work effectively in a consultative role with colleagues and other agencies, providing

specialist advice and support in relation to return interviews and issues relating to children

and young people who go missing.

* To review daily the performance information and to take appropriate actions when

performance is not being met.

* To quality assure any return Interviews completed by others and undertake any case file audits as required by the Performance team or Safeguarding Board.
* To promote the voices and experiences of children and young people.
* To work alongside the ERASE team to inform the ongoing development and review of partnership responses to missing children and young people.
* To contribute to training, consultation and coaching of staff, managers and partners in relation

to missing children and young people.

* To liaise, negotiate and collaborate with relevant agencies, partners and internal and

external stakeholders on matters relating to missing children and young people.

* To have and to build on local and national knowledge and experience in relation to best

practice and guidance on missing children and young people.

* To complete regular reviews of the return interview process in partnership with the ERASE team to ensure that statutory requirements are being met and to identify and implement actions for improvement.
* To maintain accurate records of all work and interventions, complete information for

statutory returns, producing reports as required and ensuring the Council’s ICT system is up

to date.

* To prepare for and attend supervision with the team manager and participate in an annual

appraisal/APR; taking responsibility for personal and professional development.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * A level 3 qualification in Child Care or equivalent in a relevant subject area | * Degree in SW or equivalent relevant qualification e.g. teaching, nursing, youth work |
| Experience | * Significant experience of direct work with children/young people and their families * Experience of working with young people who have been at risk/subject to child exploitation * Knowledge of the legal framework relevant to the post/service * Working knowledge of the Children Act 1989 and 2004 * Local Safeguarding Children’s Board Procedures * Developmental needs of children and young people, e.g. physical, emotional, intellectual, social and educational. * Working constructively with colleagues in a team and with other agencies. |  |
| Skills & Knowledge | * Have a clear understanding of child exploitation and the impact on children, young people and their families * Ability to converse at ease with children/young people and their families and provide advice in accurate spoken English. * Ability to assess needs and risks * Ability to analyse information and work positively towards problem solving. * Ability to determine goals and priorities establish and implement plans of action. * Ability to accurately and clearly record case notes and have a good standard of writing and IT skills. * Ability to use appropriate resources effectively and efficiently. * An understanding of equal opportunities, diversity and children’s rights issues |  |
| Personal Qualities | * Physical and emotional resilience. * Able to work without direct supervision. * Ability to work purposefully towards problem solving * Good interpersonal skills, with an ability to support colleagues, young people and their families/carers. * Work constructively with colleagues and as part of a team. * Reliable/dependable. * Caring and non-judgemental. * Personal flexibility * Prepared to undergo and show commitment to future training and development. * Ability to remain calm and professional in complex and demanding circumstances * Ability to work overtime or unsociable hours. * Access to own car or means of mobility support to travel throughout County Durham to provide services to children/young people and their families who may be in crisis and require an immediate reponse. (The post holder must hold a current, valid driving licence and have business motor insurance cover) |  |