

Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Return Home Interviewer	Range 3	To conduct return home interviews with young people who have been reported missing within 72 hours of the council being notified. This will entail planning, communication, engagement and safeguarding skills. To work effectively with partner agencies, to break down barriers to families engaging with support that leads to positive outcomes.	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications A minimum of 5 GCSEs including English and Mathematics at Grade 4-9 or equivalent qualification.	Qualifications Level 2 in Child Protection	Qualifications Continuous professional development
			Knowledge - An awareness of legislation, policy and practice developments relevant to children, young people and their families. - An awareness of safeguarding policies and procedures for children. - An awareness of equality and diversity principles. - Awareness of legislation relating to General Data Protection Regulations (GDPR) and Freedom of Information (FOI) - Awareness of, and sensitivity to, the needs of vulnerable children and their families - Experience of case management systems	Knowledge - Demonstrable understanding of legislation, policy and practice developments relevant to children, young people and their families. - Sound and applied knowledge of local authority structures, partnership working, and commissioned services within Medway Council - Demonstrable understanding of the use of Power Bi to support performance - Knowledge of Mosaic or other relevant systems.	Knowledge - Comprehensive knowledge of safeguarding policies and procedures and their application. - Comprehensive knowledge and understanding of equality and diversity principles and relevant legislation and obligations. - Extensive and demonstrable knowledge required to recognise and evaluate risk to children, young people and their families and assess measures to reduce risk.

			<u>Experience</u> • Experience of working with vulnerable children, young people, and families in the public, private or voluntary sector. • Demonstrable experience of using digital case management systems such as Mosaic • Experience of evaluating risk to children and assessing measures to reduce risk. • Experience of managing casework and using a case management system	<u>Experience</u> • Experience in managing casework of varying complexity and complying with relevant assessment frameworks. • Experience of working in a multi-agency environment • Experience in the application of Signs of Safety. • Experience of using MOSAIC. • Experience of completing return home interviews? • Experience of using risk assessment tools and/or completing risk assessments? • Experience of providing information for FOI returns. • Experience of dealing with confidential and sensitive data.	<u>Experience</u> • Experience of undertaking direct work with children and young people and being able to evidence understanding of the child’s lived experience. • Experience of using a variety of different direct work tools to capture children’s voices.
			<u>Skills</u> • Proficient in the use of Microsoft Word, Excel, Outlook and TEAMS. • Ability to drive • Ability to work under pressure and manage time and workload effectively. • Ability to build rapport and relationships with children, young people and their families. • Effective communication and interpersonal skills. • Ability to write clear and concise reports. • Ability to work effectively as part of a team. • Ability to deal with difficult/sensitive situations and appropriately manage confidential and sensitive information. • Good attention to detail and ability to record information accurately	<u>Skills</u> • Ability to initiate and develop close working relationships with partners and external agencies. • Ability to develop skills in critical thinking, reflection and analysis. • Ability to effectively contribute to service plan objectives and targets. • Able to collaborate with a variety of stakeholders both internal and external • Interpersonal and communication skills. Able to deliver clear verbal and written communication to a wide range of audiences	<u>Skills</u> • Ability to effectively collect, analyse and assess children and families’ needs and create imaginative responses, whilst developing skills in critical thinking, reflection and analysis. • Able to provide clear, trauma-informed safeguarding advice that helps young people understand the risks associated with going missing, identify underlying issues, and access appropriate support services to reduce future harm.
Missing Information Officer	Range 3	To act as a first point of contact for Kent Police when children and young people are reported missing from home or care.	Required for this level	In addition to level A	In addition to levels A and B
			<u>Qualifications</u> • A minimum of 5 GCSEs including English and Mathematics at Grade 4-9 or equivalent qualification	<u>Qualifications</u> • Level 2 in Child Protection	<u>Qualifications</u> • Continuous professional development

Formatted: Font: (Default) +Body (Calibri)

Formatted: Font: Bold, Underline

			<u>Knowledge</u> • Awareness of legislation relating to General Data Protection Regulations and Freedom of Information • An awareness of legislation, policy and practice developments relevant to children, young people and their families. • An awareness of safeguarding policies and procedures for children. • An awareness of equality and diversity principles • Awareness of, and sensitivity to, the needs of vulnerable children and their families	<u>Knowledge</u> • Sound and applied knowledge of local authority structures, partnership working, and commissioned services within Medway Council • Demonstrable understanding of legislation, policy and practice developments relevant to children, young people and their families. • Demonstrable understanding of the use of Power Bi to support performance	<u>Knowledge</u> • Comprehensive knowledge of safeguarding policies and procedures and their application. • Knowledge and understanding of equality and diversity principles and relevant legislation and obligations. • Extensive and demonstrable knowledge required to recognise and evaluate risk to children, young people and their families and assess measures to reduce risk.
			<u>Experience</u> • Demonstrable experience of working face to face with members of the public and professional colleagues • Previous experience of applying specialist, policy and procedural knowledge, across a wide range of activities • Experienced in carrying out detailed, evidence-based assessments and distilling complex information into accurate, coherent summaries.	<u>Experience</u> • Experience of administrative functions including setting up meetings, minuting and record keeping • Experience of working in a multi-agency environment • Demonstrable experience of using digital case management systems.	<u>Experience</u> • Demonstrable experience of working within children’s services, including direct involvement in safeguarding practice, supporting vulnerable children and families, and contributing to multi-agency assessments and interventions. • Use of Signs of Safety in their daily work • Extensive and demonstrable use of multiple digital case management systems such as Mosaic, synergy and I World
			<u>Skills</u> • Proficient in the use of Microsoft Word, Excel, Outlook and TEAMS • Ability to deal with considerable levels of work-related pressure, for example from high volumes of contacts, deadlines, interruptions or conflicting demands • Demonstrable ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working.	<u>Skills</u> • Demonstrable ability in the use of Microsoft systems, handling confidential information along with the ability to work under pressure. • Ability to initiate and develop close working relationships with partners and external agencies. • Ability to effectively contribute to service plan objectives and targets. add in role specific skills	<u>Skills</u> • Demonstrable ability to carry out tasks and/or advise on internal procedures, which impact on the health and wellbeing of people • Ability to effectively collect, analyse and assess children and families’ needs and create imaginative responses. • Developed skills in critical thinking, reflection and analysis.

			• Demonstrable ability to use written and oral communication skills to present varied information in an understandable way to a range of audiences • Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, referring to supervisor/line manager for unusual or difficult problems • Ability to use Microsoft Office packages as well as an electronic integrated children's system (e.g. MOSAIC or similar) • Ability to manage time and workload effectively • Understands and is committed to equality and diversity and treats everyone fairly and with respect • Ability to maintain confidentiality at all times	• Ability to complete Highly detailed assessments and summaries of relevant information	
Referral Information Officer	Range 3	To act as a first point of contact for our callers and referring professionals taking responsibility for clarifying and recording concerns and family details, summarising information and where required, setting up client records.	Required for this level	In addition to level A	In addition to levels A and B
			<u>Qualifications</u> • A minimum of 5 GCSEs including English and Mathematics at Grade 4-9 or equivalent qualification	<u>Qualifications</u> • Level 2 in Child Protection	<u>Qualifications</u> • Continuous professional development
			<u>Knowledge</u> • Able to demonstrate awareness of legislation relating to General Data Protection Regulations and Freedom of Information • An awareness of legislation, policy and practice developments relevant to children, young people and their families.	<u>Knowledge</u> • Sound and applied knowledge of local authority structures, partnership working, and commissioned services within Medway Council • Demonstrable understanding of legislation, policy and practice developments relevant to children, young people and their families.	<u>Knowledge</u> • Comprehensive knowledge of safeguarding policies and procedures and their application. • Knowledge and understanding of equality and diversity principles and relevant legislation and obligations.

			• An awareness of safeguarding policies and procedures for children. • An awareness of equality and diversity principles.		
			Experience • Demonstrable experience of working face to face with members of the public and professional colleagues • Previous experience of applying specialist, policy and procedural knowledge, across a wide range of activities. • Experience in completing detailed assessments and summaries of relevant information • Experience of using case management systems.	Experience • Experience of administrative functions including setting up meetings, minuting and record keeping • Experience of working in a multi-agency environment	Experience • Demonstrable experience of working within children’s services, including direct involvement in safeguarding practice, supporting vulnerable children and families, and contributing to multi-agency assessments and interventions. • Ability to complete Highly detailed assessments and summaries of relevant information • Use of Signs of Safety in their daily work • Extensive and demonstrable use of multiple digital case management systems.
			Skills • Proficient in the use of Microsoft Word, Excel, Outlook and TEAMS • Ability to deal with considerable levels of work-related pressure, for example from high volumes of contacts, deadlines, interruptions or conflicting demands. • Demonstrable ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working.	Skills • Ability to use Microsoft Office packages as well as an electronic integrated children’s system (e.g. MOSAIC or similar) • Ability to initiate and develop close working relationships with partners and external agencies. • Ability to effectively contribute to service plan objectives and targets.	Skills • Demonstrable ability to carry out tasks and/or advise on internal procedures, which impact on the health and wellbeing of people • Ability to effectively collect, analyse and assess children and families’ needs and create imaginative responses. • Developed skills in critical thinking, reflection and analysis.

Formatted: Font: (Default) Calibri

			• Demonstrable ability to use written and oral communication skills to present varied information in an understandable way to a range of audiences • Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, referring to supervisor/line manager for unusual or difficult problems • Ability to manage time and workload effectively • Understands and is committed to equality and diversity and treats everyone fairly and with respect. • Ability to maintain confidentiality at all times		
Young Women & Girls Exploitation Practitioner & Young Men & Boys Exploitation Practitioner	Range 4	To assist in the provision of an effective Adolescent offer for children and families within Medway by working intensively with young women and girls aged 11-17 experiencing criminal exploitation, gang involvement, county lines, mental health issues, substance misuse and sexual exploitation. The Young Women & Girls Exploitation Worker will be based in First Response SPA & MASH and will be working closely with social workers, youth mentors, family support workers and partner agencies to ensure young women and girls’ physical, emotional, social health and educational needs are met. To work closely with colleagues from Statutory Services, voluntary partners, Youth Services, Housing and with partners from the Police, Health,	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications • 5 GCSE’s including English and Maths or equivalent qualification • Level 4 in Working with families with multiple and complex needs or another relevant discipline	Qualifications • Continuous professional development	Qualifications • Continuous professional development
			Knowledge • Knowledge of working with vulnerable young women and girls in a non-statutory setting. • An awareness of legislation relating to General Data Protection Regulations and Freedom of Information • Demonstrable knowledge required to recognise and evaluate risk to vulnerable young women and girls and assess measures to reduce that risk • Awareness and comprehension of laws, policies, and practice	Knowledge • Comprehensive knowledge and understanding of safeguarding policies and procedures • Comprehensive knowledge in recognising and evaluating risk to children, young people and their families and assessing measures to reduce that risk. • Comprehensive knowledge and understanding of child and adolescent development and parenting skills.	Knowledge • Comprehensive knowledge and understanding of legislation, policy, and practice developments relevant to children, young people, and their families. • Advanced knowledge in focus area of practice such as Domestic Abuse, Mental Health, Neglect.

		Education to assess risks to young women and girls who are at risk of harm due to contextual safeguarding concerns and will support lead professionals to deliver interventions that address the risks to young women and girls. To deliver training and support to colleagues from Statutory Services, voluntary partners, Youth Services, Housing and with partners from the Police, Health, Education to enhance the whole system’s assessment of and responses to young women and girls who suffer harm due to contextual safeguarding concerns To comply with legislation, statutory guidance and local policies and procedures. Liaise with stakeholders in a way that promotes the One Medway Council Plan and embeds our values and behaviours.	advancements pertinent to children, young people, and their families, encompassing equality and diversity principles and relevant legislation such as the Equality Act. • Knowledge and understanding of child and adolescent development and parenting skills. • Knowledge and understanding of safeguarding policies and procedures. • Knowledge in focus area of practice such as Domestic Abuse, Mental Health, Neglect. • Awareness of the Signs of Safety approach to practice.	• Comprehensive knowledge in focus area of practice such as Domestic Abuse, Mental Health, Neglect. • Comprehensive knowledge of the Early Help Strategy to ensure that this informs practice.	
			Experience • Demonstrable experience of working with vulnerable young women and girls who are at risk due to contextual safeguarding concerns and their families in the public, private or voluntary sector, including managing casework of varying complexity and complying with relevant assessment frameworks • Experience of undertaking risk assessments and effective safety planning • Experience of working within Children’s Social Care, Health or Education, Youth Work or Youth Justice • Demonstrable experience of undertaking direct work with vulnerable young women and girls and being able to evidence understanding of the child’s lived experience. • Experience of using digital case management systems • Demonstrates a proactive commitment to professional development by undertaking	Experience • Comprehensive experience of working effectively in a multi-agency environment working with vulnerable children, young people, and families in the public, private or voluntary sector. • Experience drafting an Early Help Plan and being the lead professional in delivering the plan • Experience in the application of Signs of Safety • Comprehensive experience of completing risk assessments and evaluating their impact. • Experience of leading case discussions within a team • Comprehensive experience of using assessment tools to identify level of risk, for example: Graded Care Profile2 (GCP2), DASH. Contextual Safeguarding Assessment	Experience • Advanced experience of undertaking direct work with children and young people and being able to evidence understand of the child’s lived experience. • Comprehensive experience of application of Signs of Safety • Advanced experience of undertaking risk assessments which lead to effective safety planning. • Experience of contributing to the Multi-Agency Safeguarding Hub (MASH). • Comprehensive experience of leading case discussions confidently, ensuring the meeting is focused and solutions are identified to progress their intervention. • Comprehensive experience of coaching and mentoring other staff, leading by example in all areas of work • Experience of using Power BI to review data and ensure the work being completed is effective and having an impact

Formatted: Font: (Default) +Body (Calibri), Font colour: Auto

			and completing Signs of Safety training. • Demonstrable experience of coping well under pressure and difficult situations, able to identify and act on own development needs.		on the children and families open to the service.
			Skills • Proficient in the use of Microsoft Word, Excel, and Outlook • Ability to work effectively under pressure, managing time and workload effectively. • Ability to use own initiative • Ability to build rapport and relationships with children, young people, and their families. • Comprehensive communication, interpersonal, and negotiation skills • Ability to work effectively as part of a team. • Skills in collecting, analysing, and assessing children and families’ needs and creating imaginative responses to resolve complex problems. • Ability to deal with difficult/sensitive situations and appropriately handle confidential and sensitive information. • Ability to demonstrate awareness of legislation relating to General Data Protection Regulations and Freedom of Information	Skills • Pro-actively contributes to service plan objectives and targets. • Can manage high levels of work-related pressure, with the ability to maintain own workload and meet deadlines. • Ability to initiate and develop effective and collaborative working relationships with partners. • Can effectively collect, analyse, and assess children and families’ needs and create imaginative responses. • Can demonstrate comprehensive communication, interpersonal, and negotiation skills through leading discussions/meetings, appropriate professional challenge and reflective case notes	Skills • Ability to motivate others, including volunteers and wider partners. • Confidently able to work with initiative and a high degree of autonomy. • Ability to coordinate a multi-agency group to provide an effective service to children, young people and their families. • Ability to produce good quality written reports using language that is accessible and easy to understand
Missing & Exploitation Coordinator	Range 5	To provide and oversee a high-quality service, working in partnership with all key stakeholders, young people and their family/ carers to monitor, coordinate and review the needs/ risk when a child or young person has:	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications • Level 4 in Working with families with multiple and complex needs or another relevant discipline	Qualifications • Working towards Level 5 or equivalent management qualification.	Qualifications • Level 5 or an equivalent management qualification

		– been reported as a missing person. – risks around child sexual exploitation. – a risk of gang activity (or association) ensuring connections can be made to further reduce the risk to them and others. – risks of (or victim of) criminal exploitation. To comply with legislation, statutory guidance and local policies and procedures.	<u>Knowledge</u> • Expert knowledge and understanding of legislation, policy and practice developments relevant to children, young people and their families which impact on the service. • Extensive knowledge and understanding of safeguarding procedures for children. • Expert knowledge required to recognise and evaluate risk to children, young people and their families and assess measures to reduce that risk. • Expert knowledge and understanding of child and adolescent development. • Extensive knowledge and understanding of equality and diversity principles and relevant legislation and relevant obligations. • Comprehensive knowledge and understanding of a range of issues e.g., Domestic violence, mental health and neglect. • Knowledge of relevant inspection frameworks such as Ofsted <u>Experience</u> • Comprehensive experience of working with vulnerable children, young people and families in the public, private or voluntary sector. • Experience of providing professional supervision and expert advice and support to colleagues including critical oversight of casework. • Demonstrable experience of supporting others to work well under pressure and in difficult situations. • Comprehensive experience of working in collaboration and partnership with other professionals.	<u>Knowledge</u> • Comprehensive knowledge and understanding of a range of issues e.g. Domestic violence, mental health, exploitation and neglect. • Knowledge of health and safety and risk management. • Demonstrates effective practice leadership by supporting and quality assuring team members in the completion of DASH, Contextual Safeguarding and GCP2 assessments, evidencing improved outcomes for children and contributing to service-wide learning through the sharing of best practice. <u>Experience</u> • Comprehensive experience of using audit and performance data to improve practice. • Experience in providing critical and comprehensive case management oversight to monitor, evaluate and quality assure case work. • Comprehensive experience of using assessment tools to identify level of risk, for example: Contextual Safeguarding Assessment, DASH. • Extensive experience of coaching staff to understand the purpose of risk assessment tools and how they can be used in practice • Experience of delivering presentations to a group of people, ensuring	<u>Knowledge</u> • Demonstrates sound knowledge of service planning processes and the ability to identify, propose, and support the implementation of improvements through reflective discussion and collaborative working within supervision, management forums, and team meetings. • An awareness of the Council's financial regulations and application. • Comprehensive knowledge of processes and confidence to support team members with meeting timescales. <u>Experience</u> • Demonstrates practical experience of understanding organisational roles, responsibilities, and multi-agency working by quality assuring and supporting team members through case scenarios, enabling coordinated practice and improved outcomes for children and families. • Experience in implementing safeguarding and child protection procedures. • Extensive experience of working with partners in developing and implementing joint initiatives.
--	--	--	--	--	--

			• Comprehensive experience of assessing and responding to the risk and needs presented by children, young people and their families.	communication is clear and available to all. • Experience in providing reflective supervision to team members ensuring there is focus and solutions identified as appropriate. • Comprehensive experience in the application of Signs of Safety in the own practice and embedding in others.	• Extensive experience of completing risk assessment tools and confidence to advise partner agencies and families of next steps to support with reducing risk of harm to children. • Comprehensive experience of using PowerBI to review data and ensure the work being completed by team members is effective and having an impact on the children and families.
			<u>Skills</u> • Proficient in the use of Microsoft Word, Excel, and Outlook • Ability to work with a high degree of autonomy, managing complex or conflicting priorities in a pressured environment. • Ability to build rapport and relationships with children, young people, and their families. • Highly developed communication, report writing, interpersonal, and negotiation skills. • Ability to lead a team and/or develop other employees. • Comprehensive skills in collecting, analysing, and assessing children and families’ needs and creating imaginative responses to resolve complex problems. • Ability to develop clear and measurable targets for the teams whilst monitoring performance against targets and addressing any issues. • Ability to deal with difficult/sensitive situations and appropriately handle confidential and sensitive information. • Ability to travel on a regular basis between different locations.	<u>Skills</u> • Can effectively contribute to service plan objectives and targets. • Ability to work confidently and on own initiative with a high degree of autonomy. • Can consistently provide good quality supervision, case direction and management oversight to support and develop the team	<u>Skills</u> • Ability to use quality assurance skills to aid the improvement of practice. • Able to identify and act on own development needs. • Ability to provide innovative ideas and approaches to early help and children’s services. • Ability to understand different learning and management style and areas of development needed to improve management and leadership skills. • Ability to work well under pressure, identify stressors and/or challenges and to be confident in developing own solutions.

Formatted: Font: (Default) Calibri

Formatted: Font: (Default) Calibri

Formatted: Font: (Default) Calibri

Formatted: Font: (Default) Calibri

			• Ability to continually seek and implement improvements and help others cope with change.		
--	--	--	--	--	--