

## Job Description

Job title	[Return Home Interviewer ]
Directorate	[PEOPLE : Children and Adults]
Division	[ < First Response and Family Solutions ]
Range	[MPR 3]
Reports to	[Missing and Exploitation Coordinator ]

---

### Main purpose of the job:

[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.

[ Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

### Accountabilities and outcomes:

[Assess and work with the needs of young people utilising a wide range of youth and early help work methods in order to promote personal and social development, learning and challenge.

Link young people who have been missing into the wider Youth Service and Adolescent offer, supporting initial engagement where appropriate and signposting with other organisations relevant to the needs of the young person in order to ensure they receive the necessary support.

Maintain a small caseload of young people who need additional support, as allowed by the demands of the position.

Work with the Missing and Exploitation Coordinator to build a profile of contextual safeguarding and better understand themes, trends and support the needs of young people while recognising safeguarding risks.

To contribute to, and deliver, effective interventions that promote the engagement of children, parents and families.

## Medway Council Job Profile

Maintain accurate and up to date records in line with GDPR legislation and use the Children's Recording System to promote effective case management.

Contribute and participate to purposeful supervision, as required to ensure reflective discussions and management oversight of workload.

Maintain a personal awareness of legislation, departmental and corporate policies and procedures, acting in line with these to ensure consistency and a high quality of service delivery across the Directorate.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

### Accountabilities to Children and Young People

The children and young people of Medway have said the following qualities are really important to them:

- Be a good listener.
- Be non-judgemental.
- Be consistent and stable.

## Medway Council Job Profile

- Be contactable.
- Understand me.
- Be honest.
- Be focused.
- Be realistic.
- Be a good timekeeper.
- Be resourceful in your approach.

Be ambitious for young people and promote others to share the same drive.

Champion Children and Young People's views and rights in everything you do.

Ensure Children and Young People's voices are listened to and acted upon.

'Do what you say and say what you do'. ]

### Organisation:

This role reports to the [Missing and Exploitation Coordinator]

[The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.]

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

### Working Style:

[HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis..]

The post holder may be required to travel to other sites as an when required as part of their duties.

## Person specification

[All criteria at level A are considered essential unless stated otherwise. ]

### Qualifications

#### Level A

- A minimum of 5 GCSE's including English and Maths (grades 4-9) or equivalent.
- Willingness to work towards Level 3 Diploma in Children and Young People's workforce

#### Level B (in addition to level A criteria)

- Level 3 Diploma in Children and Young People's workforce or equivalent qualification
- Level 2 in Child Protection or willingness to work towards.

#### Level C (in addition to levels A and B)

- Level 2 in Child Protection ]
  - Working towards Level 4 in working with families with multiple and complex needs.
-

## Medway Council Job Profile

### Knowledge

#### Level A

- 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.

#### Level B (in addition to level A criteria)

- Demonstrable understanding of legislation, policy and practice developments relevant to children, young people and their families.

#### Level C (in addition to levels A and B)

- Comprehensive knowledge of safeguarding policies and procedures and their application.
  - Knowledge and understanding of equality and diversity principles and relevant legislation and obligations.
- 

### Experience

#### Level A

- Demonstrable experience of working with vulnerable children, young people, and families in the public, private or voluntary sector.
- Willingness to undertake and complete Signs of Safety training.
- Demonstrable experience of using digital case management systems.
- Demonstrable experience of evaluating risk to children and assessing measures to reduce risk.
- Experience of managing casework.

#### Level B (in addition to level A criteria)

- Experience in managing casework of varying complexity and complying with relevant assessment frameworks.
- Experience of working in a multi-agency environment

#### Level C (in addition to levels A and B)

- Proven experience in the application of 'Signs of Safety'
  - Proven experience of undertaking direct work with children and young people and being able to evidence understanding of the child's lived experience.
- 

### Skills

#### Level A

- Proficient in the use of Microsoft Word, Excel, Outlook and TEAMS.
- Full driving licence valid for use in the UK and access to own transport for work purposes
- 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.

## Medway Council Job Profile

### Level B (in addition to level A criteria)

- 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.

### Level C (in addition to levels A and B)

- Ability to effectively collect, analyse and assess children and families' needs and create imaginative responses.
- Developed skills in critical thinking, reflection and analysis. |