

**Manchester City Council
Role Profile**

**Missing From Home Support Worker, Grade 5
Complex Safeguarding Hub, Children's & Families Directorate
Reports to: Senior Social Worker
Job Family: People Care and Support Direct**

Key Role Descriptors:

The role holder will adopt a person-centred approach and will co-ordinate and develop plans to increase independence and raise aspirations for service users.

The role holder will carry out assessments to determine service users' needs and provide appropriate support to ensure that outcomes are achieved within required timescales.

The role holder will work collaboratively with partner agencies and stakeholders to ensure that service users are able to access community and national services to achieve their identified outcomes.

Key Role Accountabilities:

Provide intensive support for customers with complex support needs offering holistic support plans that agree individual targets and work towards the achievement of longer term solutions and aspirations.

Assist customers to identify realistic goals, by providing choice and developing actions, ensuring full commitment and agreement from all parties to ensure the achievement of identified targets.

Adopt a flexible and personalised approach when working with service users and their families to enable the development of confidence and resilience and to help service users achieve independence and control of their own lives.

Maintain accurate, up to date records and collect data and information to evidence performance around service delivery to ensure achievement of internal and external targets.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

Complex Safeguarding Hub

The Complex Safeguarding Hub will deliver services in a coordinated way in relation to the following strands of exploitation:

- Sexual Exploitation
- Modern Slavery and Human Trafficking (including County Lines)
- Violent Extremism
- Honour Based Abuse (Female Genital Mutilation)
- Organised Crime Groups. Serious Youth Violence (including Threats to Life)
- Children Missing From Home

The Complex Safeguarding Hub will focus on early intervention and prevention, will strengthen relationships and understand the importance of resilience and trauma interventions.

The Hub will deliver a relational and youth engagement approach to working with children with complex needs and multiple vulnerabilities interventions. The aim is the partnership will work differently to support families with complex vulnerabilities in a more integrated way.

The Hub will use a bespoke version of the ACT- Achieving Change Together Framework using a Team around the Child Approach.

The Complex Safeguarding Hub is committed to:

- Timescales for assessments to allow for a relationship and rapport to be developed between the social worker and child
- Small caseloads with improve relationships and flexibility of approach
- Co-working arrangement with locality social workers, adding value through shared resources, knowledge and skills base
- Flexible working hours & patterns to respond to the needs of children
- Bespoke training for practitioners and partners
- Team around the child approach
- Triage process for responding to referrals into the Hub from MASH and locality social workers, safety meetings, agreements and planning with the family and child.

Your role

The Missing From Home Support work will work flexibly and creatively to undertake Independent Return Interviews (IRIs) for children and young people missing from home and will be a central part of the team around the child. Case work support will be provided to reduce persistent missing and the workers will identify follow on support to ensure universal services are connected. The workers will support the Missing from Home Panels to share intelligence, information and ensure the IRI is informing safety and care planning.

Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

Generic Skills

- **Communication Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
- Ability to influence or persuade immediate departmental or functional colleagues.
- **Planning & Organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority
- **Problem Solving & Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken.
- **ICT Skills:** Ability to use multiple applications, systems and associated software packages.
- **Administrative Skills:** Ability to arrange and service complex meetings, preparing information, taking detailed notes and producing minutes from a wide range of meetings.

Technical Requirements (Role Specific)

- Willing to consent to and apply for an Enhanced DBS (Disclosure and Barring Service) check
- Willingness to travel to any location within Manchester City boundaries
- Willingness to work between 8am – 8pm