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**Manchester City Council**

**Role Profile**

**Missing From Home Support Worker, Grade 5**

**Complex Safeguarding Hub, Children’s & Families Directorate**

**Reports to: Missing from Home Team Leader**

**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

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**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.**

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**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.

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**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

**General 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.

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**ICT Skills:** Ability to use multiple applications, systems and associated

software packages.

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**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