

Role Profile

Part A - Grade & Structure Information

Job Family Code	8PCS	Role Title	Missing Co-ordinator
Grade	PS8	Reports to (role title)	Missing Team Manager
		Directorate / School	Children, Families, and Lifelong Learning
JE Band	269-313	Service / Department	Central Hub - Adolescent Service, Family Resilience & Safeguarding
		Date Role Profile was created	01/09/2024

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	The Missing Co-ordinator will work closely with the Missing Team Manager ensuring that our systems, data entry and reporting support the timely and effective completion of RHi's. •Co-ordinating the response in relation to missing children by creating and updating data records on LCS. •Managing information from Surrey Police and providing feedback in relation to outcomes. •Co-ordinating the logistical and data processes around missing interviews. •Providing detailed analysis of missing data to identify locations and themes of concern. •Maintaining data records. •Ensuring accurate and timely information sharing with all key professionals. •Complete data analysis using Tableau to filter information and record demographics for monthly audit for missing children and to assist Missing Team Manger in data queries. •Providing support and oversight to ensure that RHi's are completed by practitioners in a timely way. Maintaining and following up on performance records to ensure completion of RFI's within the agreed timescales. •Acting as a point of contact and information coordinator in relation to missing episodes for children from other local authorities placed in Surrey.
Work Context	Children's Services' priority is that children and young people are safe and feel safe and confident, which means providing timely, accessible help and support to ensure they are resilient, independent and confident in their future. Early Help services work with children, young people and families in a multi-agency environment providing early help to identify and address problems before they escalate. The Adolescent Service works in a culture in which children and families are worked with respectfully, with a recognition of their diverse experiences and backgrounds and in a spirit of partnership that encourages families to develop their own solutions and to receive the help and support they need to address their complex issues. They work a multi-agency, multi-disciplinary service working with some of the county's most vulnerable & disadvantaged children & young people (aged 0-19 & up to 25 with SEND) & their families/carers. As a Missing Co-ordinator within the Central Hub the post holder will be expected to work with colleagues and managers across the Directorate to support them in the timely completion of our RHi's so we can fulfil our statutory responsibilities. The post holder will establish a network of contacts, liaising and working in partnership with them to meet the legislative requirements. This will require the post holder to develop positive and supportive working relationships with a range of other individuals and organisations as appropriate to their role
Line management responsibility if applicable	NA
Budget responsibility if applicable	NA

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Risk Management - Identify opportunities and risks associated with the service and escalate / report to management. - Assess and manage risk associated with assigned cases/service delivery. Service Development - Contribute to the regular monitoring and review of services established to facilitate service improvement. - Provide specialist/professional advice and recommendations within defined policy and procedures to support informed decision making. Planning & Organising - Undertake care planning and manage complex cases and / or take a lead on development and project work, assisting in development and improvement of services and practice in own area. Finance/Resource Management - Make recommendations for the provision of services in line with the budget determined according to assessment of needs, and advises less experienced staff on budget and costs of services. Work with others - Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and deliver service in partnership. - Work in partnership with service users, their families/carers. People Management - Allocate work and monitor the standard of team performance and ensure resolution of any issues, and / or may take on a coordinating and supervisory role with more junior staff as directed by their manager. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. adherence to safe working under the health and safety policy is required.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	- Advanced vocational qualification at level 4 or considerable on the job experience. - For some roles a relevant degree may be required. - Practical knowledge of relevant legislation, processes and procedures and issues relating to the service user group with ability to apply this in challenging situations. Working knowledge of practice standards where appropriate. - Able to assess, plan and review cases; undertake challenging casework, where appropriate shadowing more experienced social workers/practitioners. - Numerate and able to advise on effective use of budgets and resources. - Competent in a range of IT tools including MS Office and database management systems. - Effective written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to maintain effective working relationships at all levels. - Creative problem solving skills and the ability to identify service improvement initiatives. - Able to promote effective team working, and use supervision to improve personal performance and practice of junior staff. - Satisfactory DBS clearance might be required.
Details of the specific qualifications and/or experience if required for the role in line with the above description	Experience and expertise in managing Missing and Return Home Interviews Experience and expertise in EHM/LCS or equivalent Ability to be able to work across the CfLL directorate Deliver services in a creative, innovative way with other professionals Flexible approach to work and willingness to work differently Motivational interviewing skills
Role Summary	Roles at this level manage and organise effective provision of services through specific projects, specialist advice, guidance and assessment, or day-to-day coordination of front line delivery of a specific service. They require the ability to influence and practically apply knowledge on the basis of technical knowhow, facts and evidence. They work collaboratively with a network of internal and external colleagues. Role holders need to be able to work independently whilst working under the supervision of more experienced staff.
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