Missing Children’s Co-ordinator

JE Code: JE2368

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** |
| **Service** | Youth Offending Team  |
| **Reports to:** | Professional Lead for Exploited Trafficked and Missing Children. |
| **Job Family** | Professional & Technical |
| **Grade:** | F |
| **Political restricted** | N |
| **Date:** | April 2022 |

**Key Deliverables**

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| **1.** | Co-ordinating the response in relation to missing children by creating and updating data records on Liquid Logic and Early Help. Managing information from Thames Valley 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.  |  |
| **2.** | Acting as a point of contact and information coordinator in relation to missing episodes for children from other local authorities placed in Milton Keynes. Ensuring that key data is recorded in a searchable form to enable key performance indicators and agreed management indicators.  |  |
| **3.** | Undertaking detailed background checks to ensure that RFMI’s can be completed in a timely way. Maintaining and following up on performance records to ensure completion of RFMI’s within the agreed timescales.  |  |
| **4.** | Ensuring accurate and timely information sharing with all key professionals. Complete data analysis using SSRS to filter information and record demographics for Monthly Audit for missing children and to assist professional lead in data queries. SSRS can then be used to critically analyse complex data from data basis, pulling out themes. This data will need to be shared with performance management board’s regularly.  |  |
| **5.** | To support other professionals in the Youth Offending Service to develop resources to facilitate the deliverance of youth work and/or other positive activities in particular to work alongside other professionals and local providers: school’s, Town and Parish Council, third sectors organisations, council colleagues and faith groups to promote the highest quality engagement to: * Improve learning, education and personal development
* Improve health and promote healthy lifestyle
* Help people prepare for, find and maintain work
* Explore the impact of anti-social behaviour
* Enhance the environment
* Promote respect and supportive relationships
* Address community issues
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| **6.** | To ensure that relevant information is shared within the wider multi-agency network, ensuring that this is inclusive of other local authorities and professionals such as the police and children’s social care. This will be inclusive of undertaking service development and quality assuring the activity within the local area remit prior to this being shared with outside agencies. Any queries will need to be raised with line management. |  |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Prior knowledge of working within SSRS, being able to understand how data is measured, categorised and analysed within this area. Skills and knowledge around this database must be extensive due to the in-depth analysis required.  |  |
| **2.** | Excellent IT skills and good written and verbal communication skills with the ability to complete and present analytical spreadsheets and data set patterns inclusive of representation of trend in respect of young people who go missing. To bring together data to assess likelihood of further missing episodes, frequency and both geographical and demographic patterns and trends. This includes the requirement to analyse, summarise and write / record relevant information clearly and concisely so that it is easily understood by management and colleagues.  |  |
| **3.** | Able to manage own work, prioritise, plan and use time efficiently and as required to plan work of return from missing interviewers to ensure that return from missing interviews are conducted in a timely and effective manner. It is important that this is monitored independently by the missing co-ordinator. There needs to be flexibility and ability to support the return from missing interviewers when the need arises. Ability to work as part of a multi-agency / multi-disciplinary team working co-operatively in partnership with other professionals and agencies to meet the national framework of expectations around missing children/young people.  |  |
| **4.** | Must be self- motivating with ability to display initiative but also to work under direction according to guidance policy and Standards for Children and young people who go missing, ensuring that reports are recorded in a timely manner and taking responsibility for auditing the quality of work undertaken in respect of children being reported, return from missing interviews being undertaken etc. Take responsibility for quality and completion of own work within standards with the flexibility to adapt to change and contribute significantly to the missing service development. |  |
| **5.** | Able to make considered decisions analyse and evaluate information in high-risk missing cases with senior staff and / or managers’ oversight. |  |
| **6.** | Prior experience in co-ordinating with multiple agencies. |  |
| **7.** | Demonstrable experience in Children’s Social Care/ social services/ working with vulnerable young people or an area that that will ensure they understand the work within the Missing and Exploitation Hub as well as across the Youth Offending Service.   |  |
| **9.** | NVQ level 3 in Business Administration or equivalent or able to demonstrate significant administrative experience. |  |

Job Family

Professional/Technical

Grade F

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| **Colleagues Expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Professional/Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing Council assets, the development of policies and procedures and the strategic direction of the functions they support.

### Role Characteristics

At this level with dedicated specialist qualifications or an equivalent level of direct experience in their particular field, job holders deal autonomously with complex issues, analysing and forming judgements about not only their own technical or professional specialism, but also the attendant resource, finance, planning and similar issues that combine to challenge the job holder.

### The Knowledge and skills required

The range of knowledge required for these roles includes an understanding of the policies and procedures across the specialist area in which job holders work, as well as a solid underpinning of technical knowledge gained through dedicated formal education.

Job holders will have been working within the specific field for a reasonable time, such that they have been exposed to many of the routine and more unexpected circumstances of their role.

While the majority of roles will have demands for manual dexterity in relation to typing and similar functions, jobs will use a range of equipment requiring precision in their use and handling.

### Thinking, Planning and Communication

The situations and problems dealt with at this level will be increasingly complex, involving several information streams where analytical and judgemental skills will be needed to interpret information correctly and determine optimum solutions.

Job holders will have plenty of day to day issues to contend with, they will also need to plan some months ahead to achieve medium term objectives in such areas as project support or service development.

At this level, the information exchanged with internal and external colleagues, and members of the public will call for developed communication skills on the part of the job holders. Matters will be technically complicated, requiring careful explanation, or sensitive, requiring significant listening skills to interpret information and provide appropriate advice.

**Decision Making and Innovation**

Job holders will have the autonomy to adapt specific approaches to better meet medium term objectives. They will be bound by the recognised procedural framework of their specialism as it is managed by the Council, but will decide when and precisely how duties are to be carried out. They will also deal with problems (often escalated to this level) for which there are no set-down routes to a solution other than broad service practice guidelines.

### Areas of responsibility

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

External facing roles will focus on the needs of people whether external service users or partners, and will be responsible for high impact decision making and the implementation of appropriate programmes on behalf of individuals or groups of people or enforcement of regulations which have direct and significant consequences upon those served. Such roles are likely to have only modest levels of responsibility for finance, information assets, equipment and/or premises.

Internal roles are likely to have this pattern reversed, with weightier responsibility for significant financial and non-financial assets, but less for the assessment of needs of individuals and groups.

Jobs will have supervisory responsibility for the work of others and will be accountable for the quality and timeliness of outputs, whether related to the work of internal teams or temporary external contractors, volunteers or others.

### Impacts and Demands

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The problem solving and decision-making elements of these jobs mean that job holders require lengthy periods of enhanced mental attention to attend to duties, while also dealing with deadlines, interruptions and conflicting demands.

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments.

Other Professional Technical jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.