

JOB DESCRIPTION	
Job Title	RUNA Response Project Worker
Contract Type	Full-time, permanent
Hours to be Worked	The full time standard working week at Urban Outreach (UOB) is 9.00am – 5.00pm Monday to Friday with 1 hour lunch break. Some work outside these times will be required on a rota basis.
Place of work	The principal place of work is currently ‘Environ House’, Salop Street, Bolton. The post-holder may however be required to work at various other operational locations within Bolton as deemed appropriate for the execution of specific duties.
Directly responsible to	The RUNA Team Leader / Senior Practitioner.
Directly responsible for	n/a
<p>Primary Job Role:</p> <p>The primary focus of our RUNA ‘Response’ Workers is to work jointly with the police in providing a first line of response to young people reported missing and to conduct independent ‘return interviews’. The job also involves working alongside our RUNA ‘Support’ Workers, whose primary focus is to support young people at risk of repeatedly running away.</p> <p>General Summary of Role:</p> <p>Working closely with Bolton Council and the police, the post-holder will be supporting young people who have previously been or are currently reported missing from home or ‘care’. Working closely with dedicated police staff, the post holder will conduct independent ‘return interviews’. The job involves intelligence gathering, risk assessment, the preparation of reports and data sharing with statutory agencies.</p> <p>The job role primarily includes helping young people understand the dangers of running away and how to keep safe. It involves delivering holistic support, advice, information and guidance to children and young people who go missing from home so that they can achieve positive outcomes. It also involves work in schools and other settings and with other agencies to raise awareness and support young people who are deemed to be at risk of running away.</p> <p>Our aim is to prevent further or repeated missing incidents and to help young people, their families and others to resolve issues that give rise to such incidents and make and positive changes in their lives which support the individual’s growth and development.</p>	

Main Duties:

1. Assess the support required by young people who go missing and carry a case load of young people at risk.
2. Plan and deliver holistic support for young people and their families based on need.
3. Utilise existing resources and develop in-house resources to enable 1:1 support. This could include:
 - explaining the dangers of running away and how to keep safe
 - healthy relationships, behaviour and friendships
 - anger management
 - Child Sexual Exploitation
 - drug and alcohol awareness
 - self-esteem, confidence building, goals and aspirations
 - parental support, mediation
4. Develop and maintain effective working relationships with other agencies and significant adults to ensure appropriate support services are provided.
5. Act as Lead Professional, attend, convene and chair Child Action Meetings as necessary - working at all times in accordance with Bolton's Safeguarding Children Framework for Action
6. Develop and maintain good working relationships with young people and their families
7. Mediate and negotiate solutions which keep young people safe
8. Develop information packages and presentations for young people, professionals and families with the aim of preventing 'missing' incidents, and to keep them safe if they go missing.
9. Deliver presentations to groups of young people in school settings.
10. Work with the RUNA team and other professionals to identify and implement RUNA service improvements.
11. Encourage young people's participation in development and implementation of the service as appropriate.
12. Maintain records, files and database logs. Collect and provide information in accordance with project specification and contractual requirements.
13. Maintain data security and information-sharing protocols.
14. Be vigilant in safeguarding children and young people from harm and participate fully in any child protection procedures.

General Duties:

15. Support other office staff in ensuring phone lines and 'reception' / intercom is covered at all times. Take messages and signpost customers.
16. Help organise and attend meetings as required to ensure effective planning and communication.
17. Support other UOB project activities and events as required.
18. Support the preparation of material for 'good news stories', case studies, outreach publicity displays, our website and social media accounts.
19. Undertake relevant training and continuous professional development.
20. Participate in one-to-one competency appraisals, supervision and team meetings
21. Be familiar with and abide by all the policies and procedures of Urban Outreach with particular regard to safeguarding, data protection, information security, confidentiality, befriending, health and safety including lone working.
22. Deal promptly with complaints and queries from partners, clients, the press or the general public in accordance with UOB procedures.
23. Undertake other duties and responsibilities consistent with the objectives of this post.

PERSON SPECIFICATION

Please try to show on your application form, how you meet all the items on this specification. Your response will be used for shortlisting and interview purposes.

Essential Criteria

Knowledge, Skills and Experience

1. Demonstrable personal commitment to the charitable objects and Christian ethos of UOB.
2. Personal attributes of honesty, integrity, emotional resilience, empathy, confidence and determination.
3. Experience in working with and supporting vulnerable children and young people.
4. Experience of supporting families in need.
5. Good attention to detail. Speed and accuracy in completing tasks.
6. Good general knowledge of safeguarding, data protection, confidentiality and health and safety, and their practical application within organisations such as UOB.
7. Good customer service skills and the ability to engage and communicate effectively with young people and adults.
8. Good listening, mediation and negotiation skills.
9. Good ICT skills. Able to use Microsoft Office (Outlook, Word, Publisher, Excel and Access)
10. Able to communicate and present information clearly and confidently both written and verbally.
11. Able to build and maintain good relationships with partner organisations.
12. Able to work on own initiative, set own priorities in order to meet targets and deadlines.
13. Able to work effectively as part of a wider team at UOB, supporting one another to achieve a shared vision, mission and aims.
14. Flexibility, a willingness to take on tasks at short notice and an ability to work effectively under pressure.

Training and Qualifications

15. This role involves direct work with vulnerable people, requiring an Enhanced Disclosure and Barring Service (DBS) check. We can arrange this. In addition, must pass Greater Manchester Police Security Vetting procedure.
16. Must have the use of a car (with business insurance) and a full clean UK driving licence.

Desirable Criteria

17. Experience of working with runaway children and young people.
18. Experience in undertaking Early Help / Common Assessment Framework assessments and the Lead Professional role.
19. A relevant professional qualification.
20. Experience of presenting to children and young people in schools.
21. Experience of inputting, extracting and reconciling data from software systems.