Job Description

Job Title: Return Home Interventions Officer	**Service Area**: Children and Young People Service	
Directorate: Children and Young People Services	**Post Number:** 10028170	**Evaluation Number:** 5188
Grade: JNC 14-17 JNC 16-19	**Date last updated:** July 2026	

People at the heart of everything we do
We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity
We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services
Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent
Every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall purpose of the job

The London Borough of Newham is committed to putting children and young people at the heart of everything we do. As a central focus of our work is to deliver services and support to children and young people in a coordinated way in relation to all forms of exploitation including but not limited to:

- Modern Slavery and Human Trafficking
- Violent Extremism
- Honour Based Abuse (Female Genital Mutilation)
- Children Missing From Home and care
- Radicalisation
- Criminal and sexual exploitation.

- Peer on peer exploitation the following strands of exploitation:

The partnership will focus on intervention and prevention of harm risk and vulnerability. The RHI officer and hey partners will focus on developing and strengthening trusted relationships with children and young people and understand use trauma-based interventions in order to build resilience for the children within the Borough. We will deliver a relational and youth engagement approach to working with children with complex safeguarding needs and multiple vulnerabilities.

To ensure that we deliver the commitments made to children and young people, we are looking for experienced Return Home Interview and missing support officers to support the Return Home Interviews process.

The Return Home Intervention Officer will deliver Return Home Interviews and provide 1:1 or group work support for missing and vulnerable children and young people across Newham.

Overall Purpose of Job

- To improve safeguarding and support for children that are at risk of or who have experienced going missing from home or care, by conducting engaging and effective independent return home interviews
- To establish professional relationships and behaviours that safeguard children and young people and empower them to make positive changes
- To be persistent with young people, endeavouring to meet the young person and offering them a non-judgemental safe space to talk.
- To advocate for young people’s wishes and best interests
- To work closely with the Hub members and social worker teams in developing interventions for children and young people including shaping the service through gaining children and young people's feedback
- To effectively safeguard young people going missing from home or care by recognising, responding to and escalating safeguarding concerns in line with safeguarding children procedures and Working Together arrangements
- To attend care planning, strategy and other multiagency meetings when required
- To handhold and complete referrals for young people into support services and/or positive activities

Job Context

The post holder reports to the Missing and RHI Safeguarding Manager

1. The post holder has no line management responsibility.

2. The post holder has no budget management responsibility.

3. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

Key activities

1. To effectively safeguard young people going missing from home or care by recognising, responding and escalating safeguarding concerns swiftly and efficiently, in line with our safeguarding policy;

2. To share information with partner agencies in accordance with legal requirements and local protocols;

3. To engage persistently, quickly and effectively with individual young people who have gone missing from home or care;

4. To deliver independent return home interviews for young people, in order to listen to their needs, ensure their voice is heard, protect them from harm and improve their emotional well-being;

5. To offer Return home interviews within 72 hours of the young person returning from a missing episode. All return home interviews will be allocated within two hours of receipt of return notification before 2pm daily.

6. To ensure that issues identified during the RHI are effectively shared with the allocated social worker and recorded within the specified council business system;

7. To ensure that the missing service gains feedback from children and young people in order to continuously improve the missing service;

8. To maintain at all times a courteous, helpful and polite response to children, parents and carers and to ensure that individual needs are recognised and supported;

9. To be personally responsible for loading and updating information on to the specified council business system(s) and maintaining a high standard of record keeping and completion of all necessary administrative procedures;

10. To provide 1:1 or group work support for missing/vulnerable children and young people across LBN where appropriate;

11. To attend supervision, training and appraisal sessions as required. To contribute to a personal development plan and to strive to improve knowledge and practice; and

12. To undertake other duties within the competence of the post holder that may be required from time to time.

Progression

Progression through the pay band scales encompassed by this role will be in accordance with the London Borough of Newham's Career Grade Progression Scheme. This Scheme provides post holders with a means to progress through the grades encompassed by the post, based upon an assessment of the level and impact of the duties undertaken by the post holder.

This scheme may be updated from time to time for operational purposes. The post holder will be advised of updates.

Politically Restricted Post

This post is politically restricted and as such the post holder must refrain from being a candidate for election, an election agent or sub agent, an officer of a political party, or sub-committee of such a party, or canvass, speak to the public at large, publish written or artistic work or display posters in support of a political party or sub group of such a party.

Working pattern

In accordance with the JNC National Agreement, post holders will be required to work up to 9 unsociable sessions per fortnight to support the needs of all Service Users and Stakeholders.

Personal Specification

Job Title: Return Home Interventions Officer	**Service Area**: Adolescent Safeguarding	
Directorate: Children And Young People Services	**Post Number:** 10028170	**Evaluation Number:**
Grade: JNC 14-17 JNC 16-19	**Date last updated:** July 2026	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work. **PROTECTING OUR STAFF AND SERVICES** Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.	
KNOWLEDGE: Knowledge of relevant policy and legislation as it relates to young people, especially around safeguarding, missing, exploitation, trafficking and serious youth violence	Interview/Test

Up to date knowledge of safeguarding children and young people Effective methods of communicating and engaging with children and young people with young people Understand performance management processes	
EXPERIENCE: Experience of effectively responding and escalating safeguarding concerns. Experience of effectively engaging vulnerable children and young people and to offer support/advocacy and ensuring young person's voice is heard. Experience of partnership working using a multi-agency approach, including attending multi-agency meetings. Experience in performance management, knowing what good looks like Maintaining accurate, concise case records Experience of supporting young people who are dealing with complex and sensitive issues, including those who have experienced exploitation, trafficking and/or serious youth violence Developing and maintaining excel spreadsheets	Application Form/Interview/Test
SKILLS AND ABILITIES: Ability to develop and maintain trusted relationships with children and young people.	Interview/Test

Ability to work in a consistent determined way with children and young people Ability to work within statutory guidance and framework. Ability to maintain accurate and concise case notes and records. Ability to work with partners delivering services for children missing home/care. Ability to write clear and concise recommendations and ensure that there are shared with relevant key staff Ability to work creatively and flexibility Ability to keep children and the heart of what we do.	
PERSONAL STYLE AND BEHAVIOUR: Ability to work flexibility under pressure. Ability to seek support and advise when required. Ability to establish and maintain working relationships with a variety of staff and services. Ability to keep children at the heart of what we do and challenge others when they do not do the same.	Interview/Test
OTHER SPECIAL REQUIREMENTS: Willingness and ability to work occasional evenings and weekends to maintain service delivery. Some of the duties undertaken by this post [may/will] require the post holder to have a full current driving licence,	Application Form/Interview

and be willing to drive a Council vehicle after completing a Council driving test. This post is subject to a enhanced DBS check. This post is exempt from The Rehabilitation of Offenders Act (1974).	Satisfactory clearance at conditional offer stage Application Form