

Job Description

Job Title: Contact Supervisor (Sessional)	Service Area: Family Contact Centre	
Directorate: Children's Services	Post Number:	Evaluation Number: 1772
Grade: Scale 4	Date last updated: October 2022	

Overall Purpose of Job

This post is for a sessional contact supervisor. It requires flexibility in the hours worked.

The post holder will need to prepare for, supervise and assess the contact between children and their families and or significant others (where contact has either been Court ordered or requested by the child's Social Worker). This is to be carried out with full consideration of the individual child or children's needs and the safety of the children.

To function as a member of a sessional team of contact supervisors, carrying out the duties and responsibilities required for contact sessions.

Job Context

1. The post holder reports to the Contact Centre Manager
2. The post holder has no line management responsibility
3. The post holder has no budget responsibility.
4. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements.

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:

1. To plan and provide child centred supervision of contact between children and their family, friends, siblings and carers, working within the terms of court orders and referring agencies conditions of contact and as far as possible, in partnership with parents and carers
2. To ensure that the safety of the child is maintained, and the child's welfare promoted, at all times.
3. To provide concise, relevant and accurate recording of contact in line with service guidance and to carefully record communication and discussion between other agencies and professionals.
4. Ensure that recording are always completed within set timescales.
5. To intervene if necessary and appropriate to do so and act in accordance with Departmental child protection procedures and with the referring agencies conditions of contact.
6. To appropriately support and advise as necessary in order to promote positive parenting and a positive contact whilst ensuring the physical and emotional safety and wellbeing of the child/ren
7. To work within a framework of anti-oppressive practice and policy in all aspects of the work and post. This includes the responsibility for the upkeep of a positive, respectful atmosphere and culturally sensitive environment for the purpose of contact.
8. To participate and contribute in the monitoring and evaluation of service delivery. To be aware of Health and Safety requirements and to adhere to procedures in place to ensure safety and wellbeing of service users and colleagues.
9. To participate in supervision, team meetings, team days, training (in-house and external as required) and by working flexibly in response to unplanned events to ensure a consistent and quality service to all adults and children at all times.
10. To undertake such other duties within the competence of the post holder which may be reasonably required from time to time

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment within Early Start Group. 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.

Personal Specification

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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
KNOWLEDGE: A clear understanding of the main purpose of the 1989/2004 Children Acts Understanding of child development, child abuse and child care practices Knowledge of child protection policy, procedures and practice Understanding of equal opportunities in relation to the provision of services.	Application Form/Interview/Test Application form/Interview/Test Application form/Interview/Test Interview
EXPERIENCE: Experience of direct work with children and families in day care or social care settings. And / or Experience of working in an environment where they have supervised contact between children and their families.	Application Form/Interview/Test Application form/Interview/Test

Experience of working with children where abuse has occurred.	Application form/Interview/Test
Experience of writing accurate, informative, clear, concise and timely recordings following the observations undertaken between children and families	Application form/Interview/Test
QUALIFICATIONS:	
NNEB/NVQ level 3/BTEC diploma in Child Care and Education or equivalent	Application Form/Certificate
SKILLS AND ABILITIES:	
Ability to communicate and engage with children and families in a positive manner with diverse needs and backgrounds and with associated professional networks.	Interview
Ability to observe and assess contact and report any concerns to Centre Manager or Senior Coordinator	Interview/Test
Ability to prepare informative, relevant, clear, concise and grammatically correct records within set tight timescales, that can be used to support the Social Work assessment or for the Courts	Interview/Test
Ability to prioritise and plan workloads with support, to ensure the service meets required targets and objectives	Interview/Test
Ability to work to tight deadlines and respond flexibly to unplanned events	Interview
Ability to work and supervise successful contact in a community setting.	Application form/Interview/Test
Ability to be flexible in order to be able to attend work as agreed with both parties.	Application form/Interview
OTHER SPECIAL REQUIREMENTS:	
Ability to offer up to 20 hours per week. Willingness and ability to work occasional	

evenings and Saturdays to maintain service delivery. This post is subject to an enhanced DSB check. This post is exempt from The Rehabilitation of Offenders Act (1974).	Application/Interview Satisfactory clearance at conditional offer stage
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