



**Contact Supervisor (Centre and Community Based), Hertfordshire Children's Contact Service  
Based in Hemel Hempstead, Hertfordshire**

**Negotiable hours; up to 37 hours per week (full-time)**

**Grade 2 (lower) point 13 – 15: £22,546 - £23,966 full-time equivalent per annum**

**Permanent contract**

**Are you passionate about working with families and have excellent communication skills? Are you solution focused and passionate about making a difference? If so, Family Action has an exciting opportunity and would love to hear from you.**

We are looking for supervisors to work across weekdays and Saturdays and would be interested in talking to anyone who is interested in working for the service on a full time, part time, flexible or sessional basis.

### **Your impact**

You will be working closely with the Team Manager and Hertfordshire Children's Services to provide a safe, happy and positive experience for families, children and young people who have been referred to the service. You will provide Supervised Contact for those referred to the service by their Social Workers and will provide a safe and welcoming environment where families are able to build trusting relationships and where appropriate receive support, advice and guidance.

### **Your skills**

You will have excellent communication skills including the ability to work with families in conflict, build their trust and respect, and recognise the importance of remaining impartial, objective and focused on the needs of the child/children/young person at all times.

You will be able to demonstrate an understanding of safe working practices, risk assessment and risk management.

You will have excellent written skills, in particular being able to create reports of sessions which are objective, factual and reflect the needs of the Social Worker and court.

You will be a team player who is flexible, and enthusiastic about being an integral part of a newly formed and aspirational team which is focused on the Family Action values of Can Do, Excellence, Mutual Respect and People Focus.

### **Our commitment to Equality, Diversity and Inclusion:**

We are happy to consider any reasonable adjustments that candidates may need during the recruitment process and you will be asked whether you require any adjustments if shortlisted for interview. We also make reasonable adjustments on the job, where required.

We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Family Action. We know that greater



diversity will lead to even greater results for families and children and strive for our workforce to be truly representative of the diverse communities we support. We offer a guaranteed interview scheme for disabled applicants and will reimburse your travel cost if you attend an interview.

### Who we are

Family Action is a registered charity, building stronger families since 1869. Today we work with more than 60,000 families in over 150 community based services, as well as supporting thousands more through national programmes and grants. We transform lives by providing practical, emotional and financial support to those who are experiencing poverty, disadvantage and social isolation.

We are forward looking, ambitious and committed to continuous improvement. We are a **people focused, can-do** organisation, which strives for **excellence** in all we do and operates with **mutual respect**.

### Next steps:

- **To apply:** fill out the [Application Form](#) and email it to: [completed.application5@family-action.org.uk](mailto:completed.application5@family-action.org.uk)
- **To learn more about Family Action:** check out our [Recruitment Pack](#)
- **To learn more about Family Action's terms & conditions:** check out the [Summary Terms & Conditions of Employment](#)
- **To help us fulfill our commitment to encouraging diversity and promoting equal opportunities:** fill out our anonymous [Equality & Diversity Monitoring Information survey](#)

**Closing date:** Wednesday 19<sup>th</sup> June 2024 at 9:00 am

For direct queries with the hiring manager or you would like to discuss any aspect of the selection process, please email: [paul.England@family-action.org.uk](mailto:paul.England@family-action.org.uk)

Appointments are subject to Family Action receiving a satisfactory disclosure from the Disclosure and Barring Service.

**ID: 1203**