



## **JOB DESCRIPTION**

**Job title:** Contact Supervisor (Centre and Community Based)

**Service:** Hertfordshire Children's Contact Service

**Salary:** Grade 2 Point 13 – 15

**Hours:** Negotiable; up to 37 hours per week

**Location:** Hertfordshire

**Responsible to:** Team Manager

### **Summary of Role:**

As a Contact Supervisor, you will ensure that families are welcomed and supported when in the Supervised Contact Centre, in community settings and other appropriate venues as required. You will have an open-minded, flexible and caring approach towards children, parents and other family members who are attending supervised contact. Our aim is to provide a happy and positive experience for children, young people and their families. You will therefore ensure that children and young people are kept safe and that their emotional wellbeing is prioritised at all times.

You will ensure the welfare of children and young people is at the forefront of the team's work and ensure that Family Action and Hertfordshire's safeguarding procedures are followed. You will provide an opportunity to support parents to maintain positive relationships with their children. Where required, you will oversee practical and emotional support for parents building a trusting relationship with them; this will help to make supervised contact sessions a positive experience for the children. Where contact is between the wider family group e.g., sibling contact, you will ensure the needs, preferences and experiences of all attendees are considered and supported.

### **Key Tasks and Responsibilities:**

1. To support the delivery of safe and effective supervised contact sessions.
2. To promote and maintain contact arrangements that are agreed between all parties including respecting the wishes of children and young people.
3. To ensure you have an understanding of, and comply with, Family Action's and Hertfordshire's procedures for promoting and safeguarding the welfare and safety of children and vulnerable adults, undertaking risk assessments before each session ensuring that the risks identified by Social Workers are mitigated.
4. To assess the quality of parenting observed during the supervised contact, ensuring that the key areas for observation identified by the Social Worker are addressed, and use this evidence to complete detailed and timely reports as required by the court and/or principal social worker.



5. To ensure that all supervised contact sessions are managed to ensure as positive experience for the children and young people as possible.
6. To recognise any risks of harm and intervene appropriately to de-escalate the risks or bring in additional support as required to safeguard the children.
7. To keep records of your work using Family Action systems, adhere to confidentiality, information sharing protocols and risk assessment processes.
8. To have the ability to travel to supervised contact sessions in other area's (when required).
9. To contribute to the collection, recording and analysis of information required by commissioners, judiciary, principal social worker and Family Action and provide accurate reports as necessary.
10. To participate in personal supervision, funded training and appraisal processes to ensure your knowledge skills and practice is of a high standard.
11. To implement the principles of Family Action's Equal Opportunities Policy in every aspect of your work and positively promote the principles of the policy amongst colleagues, service users and other members of the community.
12. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect the health, safety and welfare of yourself and others.
13. To ensure you have an understanding and comply with Family Action's and Hertfordshire's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
14. To ensure the implementation of Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
15. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
16. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.
17. Work flexibly to meet opening hours of the centres, including some Saturdays.
18. To demonstrate, at all times, Family Action's values, which underpin Family Action's mission of 'building stronger families' by:
  - a) **people** focused
  - b) Reflecting a '**can do**' approach
  - c) Striving for **excellence** in everything we do
  - d) Having **mutual respect** for everyone we work with, work for and support through our services



## Person Specification

1. Educated to level two or above (or working towards) with experience of or a recognised professional qualification in social work, health, education, early years, youth work or equivalent, and evidence of a commitment to continuing learning and professional development.
2. The ability to work with families in conflict and the importance of remaining impartial, objective and focused on the needs of the child/children at all times.
3. Understanding of child development, attachment and appropriate parenting approaches.
4. The ability to demonstrate an understanding of safe working practices, risk assessment and risk management.
5. Good planning and excellent report writing and record keeping skills. Experience of and ability to use MS Office applications and electronic recording systems.
6. Understanding of the needs of families / individuals, and of the impact of disadvantage and social exclusion and a commitment to and willingness to promote inclusion and equality of opportunity for all.
7. A confident and professional approach to working with service users, stakeholders and colleagues.
8. Excellent verbal, listening and written skills, including basic IT skills.
9. The ability to priorities and organise workload effectively including the timely completion and submission of case records and reports.
10. The ability, commitment and willingness to work flexibly including evenings and weekends.
11. The ability and willingness to occasionally travel within the Hertfordshire area.
12. To demonstrate, at all times, Family Action's values, which underpin Family Action's mission of 'building stronger families' by:
  - a) **people** focused
  - b) Reflecting a '**can do**' approach
  - c) Striving for **excellence** in everything we do
  - d) Having **mutual respect** for everyone we work with, work for and support through our services.