

Job Profile

Position Details	
Post	Contact Supervisor
Service Area	Children in Care/Children's Services
Reports to	Centre Manager
Grade	SC6
Job Family	Children's Services

Role Purpose
<ul style="list-style-type: none">• To supervise contact between children and young people who are looked after, their parents and significant others; ensuring that the children's needs are prioritised.• To provide specific parenting guidance and support to families as required within the contact time.• To provide comprehensive reports which can be submitted to the court as part of any care proceedings if needed and to give evidence if required.

Main Responsibilities
<ol style="list-style-type: none">1. To deliver a high quality service to children in our care within our role of corporate parent towards ensuring best outcomes for children and young people.2. To deliver a high quality service to children in our care within our role of corporate parent towards ensuring best outcomes for children and young people.3. To supervise contact between parents and their children and record these sessions in a timely, accurate and literate manner on the prescribed format.4. To carry out a range of tasks and activities as part of contact observations under the guidance of children's and families social workers.5. To observe, monitor and assess the quality of contact between children and their families, being aware of family dynamics and to write evidence based reports which may be filed with the court.6. To deliver a high quality service to children in our care within our role of corporate parent towards ensuring best outcomes for children and young people.7. To supervise contact between parents and their children and record these sessions in a timely, accurate and literate manner on the prescribed format.8. To carry out a range of tasks and activities as part of contact observations

under the guidance of children's and families social workers.

9. To deliver a high quality service to children in our care within our role of corporate parent towards ensuring best outcomes for children and young people.
10. To supervise contact between parents and their children and record these sessions in a timely, accurate and literate manner on the prescribed format.
11. To bring any issues of concern regarding a child in care or a placement, to the immediate attention of the manager of the Contact Centre, Senior Contact Supervisor or social work team manager where there is reason to believe a child may be at risk of harm or have been harmed.
12. To maintain and develop up to date relevant skills and knowledge of current legislation, policy and social care practice, through training as required or agreed by the Contact manager.
13. To ensure that protocols regarding confidentiality are maintained and to which professional boundaries are adhered.
14. To maintain accurate and up to date case records in line with Departmental Policies and Procedures.
15. To report any concerns about abuse or malpractice by colleagues, in line with the Council's Whistle Blowing Policy.
16. To attend and contribute to supervision, staff appraisals and training.
17. To contribute through team meetings and organisational events to the development of the service
18. Knowledge and experience of using IT to a competent level to carry out duties
19. To facilitate and supervise contact in venues away from the contact centre as required and to immediately feedback any risk or safeguarding issues to self or others, or to act, in the event that the risk is of an immediate nature.
20. To demonstrate a commitment to the council's core values and evidence this in the way duties are carried out.
21. To work flexibly in line with the needs of the service; this will entail working 36 hours – Monday to Saturday (incl).
22. To be responsible for opening and locking up the Contact Centre as and when directed by the Centre Manager including when carrying out Saturday duties
23. Understanding, knowledge and ability to follow guidelines that ensure compliance to Health and Safety at Work, Data Protection and other statutory requirements.

Generic Responsibilities
<ol style="list-style-type: none"> 1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements. 2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies. 3. Knowledge and experience of using IT. 4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
GCSE in English language or equivalent experience	E
Experience of social care work in a voluntary or statutory setting	E
Direct experience of working with people from diverse cultural, racial, religious and linguistic backgrounds.	E
Experience of writing reports	E
Ability to initiate, draft and produce reports.	E
Ability to deal with general correspondence and to record casework.	E
Ability to communicate with children appropriately.	E
Ability to maintain a professional response with service users who may be feeling distressed or angry	E
Ability work as part of a team.	E
Ability to undertake work independently.	E
Ability to plan and prioritise work.	E
Demonstrate an ability to promote and safeguard the welfare and safety of children and young people	E
Understanding of issues relating to the education, emotional and physical/ social well-being of children from diverse backgrounds	E

<p>Knowledge and awareness of issues relating to discrimination, disadvantage and the practical application of equalities legislation and policy.</p>	<p>E</p>
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Main Contacts & Other Information
<p><u>Other Information:</u></p> <p>This position requires the postholder to undergo a DBS (Disclosure and Barring Service) check.</p>