

Job description for Supervised Child Contact Centre Contact Worker

Reporting to: Contact Manager

Accountability: You will be supervised by the Centre manager or a member of the management team. Work will be discussed with you and will be made up of variety of tasks, ie. transport of children, supervising and assessing contact, individual work with children, work with families in their own homes, co-working groups and any other tasks as directed by the centre.

Overall Purpose of Job:

To contribute to the work undertaken by the centre on behalf of CAFCASS, the Local Authority and/or independent agencies.

Principle Duties and Responsibilities

1. Work within the service's aims. To deliver a quality, cost effective service in a timely manner.
2. Carry out duties as directed by the service and in accordance with the service's policies and procedures.
3. Maintain accurate records and reports on pieces of work carried out ensuring client confidentiality.
4. Ensure at all times that the child/young person's safety and well-being are paramount.
5. Contribute to assessment/court reports, meetings as and when required.
6. Immediately report to the centre any concerns of a child protection nature in accordance with policy and procedure that may require terminating the contact.
7. Take responsibility for carrying out Health and Safety Procedure, as it applies to self, other staff and service user.
8. Communicate and engage with service users to enhance the opportunities available to them to achieve their potential.
9. Participate in training and supervision opportunities to ensure development of your own practice.
10. Attend staff meeting or team meetings as required.
11. Ensure that requirements of the Complaints Procedure are complied with, and if appropriate, assist with complaint enquires.
12. Work within the guidelines drawn up for each specific piece or work i.e. extended contact, community based contact, indirect contact, managing handovers, family support.

Person Specification for Supervised Child Contact Centre Contact Worker

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Qualifications and Experience:

(Essential = E/ Desirable = D)

1. NVQ Level 3 in Child Care or Health and Social Care or equivalent **(E)**
2. GCSE Math and English Grade C or above **(E)**
3. Experience of working with children/families **(E)**

Knowledge and Skills

1. Ability to communicate effectively with a wide range of people **(E)**
2. Knowledge of the Children Act 1989 **(D)**
3. Some knowledge of child development **(D)**
4. Good recording and report writing skills **(D)**
5. Ability to negotiate **(D)**
6. Will have the necessary skills to make an assessment **(D)**

Personal Qualities

1. Ability to work lone and as part of a team **(E)**
2. Ability to work flexibly in accordance to the need of the role **(E)**

Practical requirements

1. Current car driving licence **(E)**
2. Car available for use for work with business cover **(E)**

