



Supervised Contact Facilitator, Family Time

Based in Stockton-On-Tees

Sessional hours, throughout the week including Saturdays and Sundays

Grade 2 (lower): £10.59 - £11.97 per hour

Sessional Contract

Are you a self-motivated team player with a can-do attitude, who is solution focused and passionate about making a difference? If so, we want to hear from you.

At Family Action we transform lives by providing practical, emotional and financial support to those who are experiencing poverty, disadvantage and social isolation. We have been building stronger families since 1869 and 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 are looking for an open minded, caring, flexible and experienced Supervised Contact (Family Time) Facilitator with an excellent track record of delivering high quality, safe supervised contact services (or similar) to meet the needs of those accessing services. You will strive for excellent standards, robustly managing risk and ensuring a quality, outcomes driven and family need orientated provision. By joining Family Action's Family Time Service, you will ensure that families are welcomed and supported when in the Supervised Contact Centre, community settings or in the home.

Your Impact

Collaborating with social workers and promoting co-production with users, you will supervise contact ensuring that children are kept safe and that their emotional wellbeing is prioritised at all times.

You will promote and maintain contact arrangements that are agreed between all parties. You will provide an opportunity to support parent to maintaining positive relationships with their children. Where required, you will oversee practical and emotional support for parents; this will help to make supervised contact sessions a positive experience for the children.

Your Skills

You will bring your knowledge and experience of providing supervised contact and managing conflicts and risk, and the ability to accurately write records and observations. You will be joining the service as a valuable member of an experienced contact team.

You will have a strong track record of working with families and a focus on quality, safeguarding and risk management controls. With a client-facing approach you will be passionate about engaging our service users in all aspects of our work including co-production

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.

What will we offer you?

We'll offer you a generous pension scheme and leave entitlements, eye care vouchers, a cycle to work scheme and other great benefits. We are happy to talk flexible working. All roles in Family Action are open to a discussion about possible flexible working options, subject to business needs, and all new starters will have the right to make a flexible working request from day one of employment. We have an excellent wellbeing offer and we will invest in your professional development with on-going quality training and career development opportunities. You'll join an established, supportive and high-performing service and have the opportunity to thrive in an innovative organisation that values your opinion, encourages learning and has the needs of children and families at its core.

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**. If you share these values and behaviours and have the necessary skills then we look forward to hearing from you.

For an application pack and further information please visit:

www.family-action.org.uk/get-involved/work-us/current-vacancies/

Please email completed applications to: completed.application10@family-action.org.uk

Closing date: Rolling

Interview date: TBC

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

We reserve the right to close this vacancy once receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.

ID: 321