

JOB DESCRIPTION

Job title:	Supervised Contact Facilitator (Centre and Community Based)
Service:	Family Time (Supervised Contact)
Salary:	£10.59 - £11.97 per hour
Hours:	Sessional: Saturday and Sundays
Location:	Stockton-On-Tees

Summary of Role:

As a Supervised Contact Facilitator, you will ensure that families are welcomed and supported when in the Supervised Contact Centre, in community settings and occasionally in the home. You will have an open-minded, flexible and caring approach towards children, parents and other family members who are attending supervised contact. You will ensure 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 parents to maintain 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. Where contact is between the wider family group e.g., sibling contact, 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 ensure you have an understanding of, and comply with, Family Action's procedures for promoting and safeguarding the welfare and safety of children and vulnerable adults, undertaking risk assessments before each session.
3. To assess the quality of parenting observed during the supervised contact and use this evidence to complete detailed and timely reports as required by the court or principal social worker.
4. To ensure that all supervised contact sessions are managed to ensure as positive experience for the children as possible.
5. 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.

6. To keep records of your work, adhere to confidentiality, information sharing protocols and risk assessment processes.
7. To provide or facilitate transport to supervised contact sessions.
8. 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.
9. To participate in personal supervision, funded training and appraisal processes to ensure your knowledge skills and practice is of a high standard.
10. 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.
11. 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.
12. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.
13. .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 three or above (or working towards) with a recognised professional qualification in social work, health, education 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. To have a clear understanding of child development, and expectations of “good enough” parenting.
4. Able 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 and colleagues.
8. Excellent verbal, listening and presentation skills, including basic IT skills.
9. Ability to priorities and organise workload effectively including the timely completion and submission of case records and reports.
10. To ensure you have an understanding and comply with Family Action’s and Stockton – On – Tees procedures for promoting and safeguarding the welfare of children and vulnerable adults.
11. 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.
12. To comply with Family Action’s Health and Safety Policy, Data Protection Policy and to protect your own and others’ health, safety and welfare.
13. Willing to offer some flexibility in work hours and occasionally work weekdays/evenings
14. Access to own transport and ability to drive and transport children

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