



Job title: Contact Supervisor (Centre and Community Based)

Service: Children's Contact Service

Location: Based in Hertfordshire (Service and community based)

Hours: Various hours available: 37 hours per week/flexible/sessional.

Salary: Grade 2 (lower) point 13 – 15: £22,546 - £23,966, FTE, per annum/ Hourly rate: £11.72 - £12.46

Contract type: Permanent contract

Are you passionate about working with families and have excellent communication skills? Are you solution focused and passionate about making a difference? If so, Family Action has an exciting opportunity and would love 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 supervisors to work across weekdays and Saturdays and would be interested in talking to anyone who is interested in working for the service on a full time, part time, flexible or sessional basis.

Your impact

You will be working closely with the Team Manager and Hertfordshire Children's Services to provide a safe, happy and positive experience for families, children and young people who have been referred to the service. You will provide Supervised Contact for those referred to the service by their Social Workers and will provide a safe and welcoming environment where families are able to build trusting relationships and where appropriate receive support, advice and guidance.

Your skills

You will have excellent communication skills including the ability to work with families in conflict, build their trust and respect, and recognise the importance of remaining impartial, objective and focused on the needs of the child/children/young person at all times.

You will be able to demonstrate an understanding of safe working practices, risk assessment and risk management.

You will have excellent written skills, in particular being able to create reports of sessions which are objective, factual and reflect the needs of the Social Worker and court.

You will be a team player who is flexible, and enthusiastic about being an integral part of a newly formed and aspirational team which is focused on the Family Action values of Can Do, Excellence, Mutual Respect and People Focus.



We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community / particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQ+ 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 any reasonable travel costs associated with attending an interview.

What will we offer you?

- Flexible working hours,
- A generous pension scheme and leave entitlements,
- Eye care vouchers,
- A cycle to work scheme and other great benefits.
- We have an excellent wellbeing offer and we will invest in your professional development with on-going quality training and career development opportunities.
- We have six staff diversity networks that offer peer support and contribute to the strategic development of EDI; AccessAbility Network, Anti-Racism and People of Colour Network, Gender Equality Network, Inter-Faith Network, LGBTQIA+ Equality Network and Parents and Carers Equality Network.
- 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.

Next steps:

- **To apply:** fill out the [Application Form](#) and email it to: completed.application20@family-action.org.uk
- **To learn more about Family Action:** check out our [Recruitment Pack](#)
- **To learn more about Family Action's terms & conditions:** check out the [Summary Terms & Conditions of Employment](#)
- **To help us fulfil our commitment to encouraging diversity and promoting equal opportunities:** fill out our anonymous [Equality & Diversity Monitoring Information survey](#)

Closing date: Rolling
Interview date: TBC

For direct queries with the hiring manager, please email: Amy.Brooke@family-action.org.uk

Appointments are subject to satisfactory Safer Recruitment checks, including a Disclosure and Barring Service (DBS) check where appropriate to the role.

ID: 778