



Job Title: Supervised Contact Centre (SCC) Facilitator

Service: Isle of Man Supervised Contact Centre

Location: Douglas, Isle of Man

Hours: 37 hours per week (full-time) – some Saturday working required

Salary: £27,000 – £30,500 per annum – based on experience

Contract type: Permanent Contract

Hi there! Thanks for taking an interest in this role and the work that we do.

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.

Here at Family Action, we value your time and we want to make it as easy as possible for you to get to know a bit about us. We're a fairly big charity with most of our services based in the UK, whilst in the Isle of Man, we deliver two services. We've been here for over 7 years and have loved every minute.

As a Supervised Contact Centre Facilitator, you will oversee sessions for children and their parents to have time together, supervised at all time. You will ensure that families are welcomed and supported when they attend. An open-minded, flexible and caring approach towards parents and children is required. You will ensure that children are kept safe and that their emotional wellbeing is prioritised at all times.

The ability to work with families in conflict and the importance of remaining impartial, objective and focused on the needs of children at all times is critical to this role.

You will be responsible for maintaining records, ensuring recordings are detailed and factual, and giving evidence in Court if required.

Whether working with Service Users, colleagues or other professionals, you will demonstrate the ability to understand the needs of individuals, with a confident and professional approach showing strong communication skills.

Flexibility and a full driving licence are crucial as some travel across the Island is required. 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. 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.

Next steps:

- **To apply:** fill out the [Application Form](#) and email it to: completed.application10@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: Friday 3rd May 2024 at 9am
Interview date: TBC

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

ID: 1116