



JOB DESCRIPTION

Job title:	Supervised Contact Centre (SCC) Facilitator
Service:	Isle of Man Supervised Contact Centre
Hours:	37 hours per week – some weekend working required
Location:	Douglas, Isle of Man
Responsible to:	Supervised Contact Centre Coordinator

Summary of job:

To facilitate contact arrangements between parents and children, ensuring that court requirements are met and children's safety is paramount.

Key tasks and responsibilities

1. Support the delivery of safe and effective supervised contact sessions.
2. 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 and placing children at the centre of your work at all times.
3. Assess the quality of parenting observed during the supervised contact and use this evidence to complete reports as required by the Court or social worker.
4. Ensure that all supervised contact sessions are managed to ensure as positive experience for the children as possible. Recognise any risk of harm and intervene appropriately to reduce risks or bring in additional support as required, to safeguard the child/ren.
5. Keep records of your work, adhere to confidentiality and information sharing protocols; and required risk assessment processes.
6. Contribute to the collection and analysis of information required by commissioners, judiciary, social care, and Family Action; and provide accurate reports as necessary.
7. Conduct yourself as an accountable professional; actively participating in supervision, training and appraisal processes and ensuring your knowledge, skills and practice is of a high standard.
8. 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. Comply with Family Action's Health and Safety Policy, Data Protection Policy and protect the health, safety and welfare of yourself and others.



9. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

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Person Specification



1. Educated to level three or above 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.
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 communication skills.
9. Confidence and competence in the use of IT, including Microsoft Word and the use of email.
10. Ability to prioritise and organise workload effectively.
11. To ensure you have an understanding and comply with Family Action’s procedures for promoting and safeguarding the welfare of children and vulnerable adults.
12. 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.
13. Willing to offer some flexibility in work hours, including Saturdays and occasional evenings.
14. Be able to evidence Family Action’s values at all times, which underpin Family Action’s mission of ‘building stronger families’ by:
 - a) Being **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