

JOB TITLE	Supervised Contact Worker
GRADE	AfC Scale Point 28 to 31
SALARY	£26,541 to £29,223
JOB FAMILY	Social work
DIRECTORATE	Children's Social Care
REPORTS TO	Supervised Contact Service Manager or Senior Supervised Contact Worker
RESPONSIBLE FOR	No supervisory responsibilities

1. ABOUT ACHIEVING FOR CHILDREN

Achieving for Children was created by the London Borough of Richmond upon Thames and the Royal Borough of Kingston upon Thames and is commissioned to deliver children's services on behalf of the two local authorities. Our vision for Achieving for Children is simple: by bringing together professional expertise from the two founding local authorities, and by putting children and young people at the heart of everything we do, we will be able to deliver improved outcomes for families and give children and young people the best start in life.

Achieving for Children is divided into five key business areas: Education, Early Help Children's Social Care; Special Educational Needs and Disabilities; and the Company (Standards and Improvement and Finance and Resources). Each business area is led by a Director or Associate Director.

2. ABOUT THE SUPERVISED CONTACT SERVICE

The Supervised Contact Service provide a safe environment for children to have supervised contact with their parents and other family members, when:

i. Promoting contact for children looked after

S. 34 Children Act 1989 places a duty on local authorities to promote contact between any children looked after and their parents, relatives and friends, where this is consistent with the child's welfare and safety. Families, friends and the child themselves may make an application for contact, with permission of the Court. Care Orders can define the terms of the contact and can stipulate that contact must be supervised where there are serious concerns regarding the welfare of the child. Where contact cannot be supervised by the child's social worker or foster carer, a referral to the supervised contact service can be made.

ii. Enabling contact for children at risk

Where a child is at risk and is undergoing assessment within a statutory team and contact cannot be supervised by the child's social worker, a referral to the supervised contact service can be made.

3. MAIN PURPOSE OF THE JOB

To provide high quality child focused and safe contact service for children and their families/ carers to pursue the best possible outcomes for children and young people in relation to contact arrangements and Life Story Work.

4. RESPONSIBILITIES

Operations

1. To safeguard and promote the welfare of young people, giving due consideration to their race, culture, religion and linguistic background.
2. To set up and provide supervised contact between children and families/ carers maintaining records of interactions (contact notes), child protection concerns and health and safety issues.
3. To risk assess potentially challenging contacts as necessary.
4. To ensure firm and consistent boundaries are set and maintained by staff, adults and children who attend contact.
5. To intervene and suspend contact if the terms and conditions of contact agreement are breached.
6. To participate in Children Looked After reviews and case conferences as required.
7. To promote, encourage and enable parents in practising safe and effective parenting skills and to support families to maintain or develop the quality of their contact.
8. To provide a range of support in contact to children in need of protection or support and their carers, ensuring a provision of services that protect, support, and enable children to maximise their potential and to enhance their identity.
9. To participate in the planning and provision of contact to a range of children/young people and their families/ carers, ensuring that the intervention is appropriate to the identified need, the goals are clear, outcomes identified, and that the service is provided within the timeframes agreed.
10. To contribute to contact observations where necessary to the completion of court-ordered assessments in conjunction with Social Workers.
11. To maintain a high level of communication with children/young people and carers and to consult in the planning, delivery, and review of contact

12. To work in partnership with the referring agency and other services to ensure all identified needs are met within a multi-disciplinary and holistic context.
13. To prepare and present reports and records as may be required, and to represent the centre's views and present reports at meetings and conferences relating to your work and observations of the child and family.
14. To undertake direct work with children aged 0 -16, this will include Life Story Work, Keep safe and Self Esteem.
15. To participate in the development of new initiatives and work within the centre in partnership with the management team.

Performance

16. To participate in the monitoring of service delivery against agreed targets, timescales and resources, taking action as appropriate to achieve desired outcomes.
17. To ensure all information relating to families is recorded clearly and promptly in case files.
18. To ensure the services performance expectations are met, prioritising customer service and satisfaction across the team.
19. To champion and support continuous professional development within the team.

Communications

20. To ensure effective communications are conveyed in a timely, transparent and coherent manner.
21. To establish and maintain good communication across children's social care and with departments and agencies to facilitate the improvement and development of the service.
22. To seek, listen to, and respond to the views and ideas of staff and stakeholders, encouraging and actively engaging in positive communications and working relationships.

General

23. To ensure that the highest quality services are provided, within the resources available, and are responsive to the expressed needs and aspirations of residents/users regardless of backgrounds, lifestyles and abilities.
24. To demonstrate a commitment to own personal and professional development and to developing and coaching others.
25. To undertake project work and produce reports and deliver presentations as required.

26. In the performance of all your duties, and in particular in the support and management of staff, to implement all Achieving for Children policies and procedures necessary to meet customer care needs and to reflect the Achieving for Children's vision and values.
27. Champion the promotion of diversity and equalities in all aspects of service delivery and people management; demonstrate confident application of ethical reasoning to professional practice and decision making.
28. Ensure the wellbeing of employees and service-users by actively promoting and complying with health and safety regulations, policies and procedures.

5. PERSON SPECIFICATION

Children's Social Care

Job title: Supervised Contact Worker

Grade: AfC scale point 28 to 31

KSS/PCF Level: n/a

Annex 1: Organisational chart: Supervised Contact Service

ACHIEVING FOR CHILDREN'S PROMISES

	Requirement	Assessed by:
We will put children and young people first	Essential	Interview and application
We will embrace diversity and champion inclusion	Essential	Interview and application
We will be resourceful, adaptable and dependable	Essential	Interview and application
We will nurture strong, responsive and caring relationships.	Essential	Interview and application
We will value and invest in our staff to deliver innovative and quality services	Essential	Interview and application
We will work with our customers to deliver the most effective solutions for them.	Essential	Interview and application

Qualifications

	Requirement	Assessed by:
Professional qualification in a relevant discipline (e.g. family support, education, social care, youth work, early years.)	Essential	Application

Skills and ability

Evidence	Essential/ Desirable	A/I/T
Is able to manage priorities and work under pressure displaying initiative and creativity	Essential	Application/ Interview
Is able to influence, develop and change the motivation and behaviour of people to achieve objectives.	Essential	Application/ Interview
Ability to demonstrate a high level of determination, personal drive, energy and ambition to achieve challenging targets and improve outcomes.	Essential	Application/ Interview
Strong organisational ability, including the ability to work on initiative and to prioritise workloads to meet agreed deadlines.	Essential	Application/ Interview
Knowledge and understanding of data quality, information security and sharing requirements.	Essential	Application/ Interview
Experienced in the use of ICT, including MS Word, Outlook and case record management systems	Essential	Application/ Interview
Knowledge of a range of business systems and software applications and a high standard of ICT literacy; ability to understand new technologies and their potential.	Essential	Application/ Interview

Knowledge

Evidence	Essential/ Desirable	A/I/T
Well established verbal and written communication skills	Essential	Application and interview
Proven skills working within a multi-agency environment	Essential	Interview
Proven skills of working in partnership with parents and carers	Essential	Application and interview
Well-developed skills in delivering parenting interventions through group work and individual sessions.	Essential	Application
Demonstrable skills in managing and prioritising a workload.	Essential	Application and interview
Sound knowledge of good practice in safeguarding, child protection and ethical practice in relation to working with families	Essential	Application and interview
Understanding of why customer care is important in service delivery	Essential	Interview

Achieving for Children continually reviews its structure and business practices in order to provide the best possible services for children, young people and their families, in the most effective and efficient way. As a result, the key tasks in any job profile may be varied and the post-holder will be expected to take on such variations and duties consistent with the level of responsibility of the post.

Agreed: February 2017