

Job Description

DIRECTORATE:	Social Services & Wellbeing
DEPARTMENT:	Children and Family Services/Case Management & Transition/Locality Hubs
POST:	Supervised Contact Worker
GRADE OF POST:	GR07
RESPONSIBLE TO:	Contact Manager

JOB PURPOSE:

To facilitate high quality contact between children, who are looked after by the Local Authority, and their families. The post holder will work within the child's plan, facilitating and co-ordinating all aspects of supervised contact.

PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:

- Identify an appropriate venue for contact, and co-ordinate the arrangements for that contact to take place.
- Objectively observing and recording the interactions between children and their significant others. Providing supervision for children ensuring that they are in a safe, protective environment.
- During contact promote and create a child centred approach to parenting at the child's age and stage of development.
- Offering parenting support and advice during supervised contact.
- Transporting children to and from supervised contact venues when necessary and ensuring appropriate equipment and stimulation are provided during the contact session.
- Writing clear and objective reports, which will be used as part of the ongoing assessment post care proceedings, following each supervised contact session.
- Attending and participating in looked after children review meetings, as appropriate.
- Liaising closely with the child/children's Social Worker to ensure effective communication of information.
- Working in line with the policies and procedures of Bridgend County Borough Council and legislative requirements.

GENERAL DUTIES

Health and Safety

To fulfil the general and specific roles and responsibilities detailed in the [Health and Safety Policy](#)

Equal Opportunities

To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.

Safeguarding

Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding Team or Children's IAA Service within MASH.

Review and Right to Vary

This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

Criminal Records Check

This post requires a criminal records check through the Disclosure & Barring Service (DBS).

Supervised Contact Worker

Attributes	Requirements	Essential	Method of Evaluation/Testing
Qualifications, Education & Training	<ul style="list-style-type: none"> A good standard of education, equivalent to QCF level 3 or an ability to demonstrate competence through experience. City and Guilds Level 2 Health and Social Care plus: Core & City and Guilds Level 3 Health and Social Care: Practice (Childrens) or a willingness to undertake the qualification. 	Yes	Production of original Qualification Certificates and application form.
Knowledge & Experience	<ul style="list-style-type: none"> Experience of working with children and their families. Knowledge of relevant childcare legislation in relation to children's services. Knowledge of parenting skills. Have an understanding of the ages and stages of child development and of age-appropriate play and importance of activities to enhance child development. Knowledge of the importance of play to enhance a child's development. 	 Yes Yes	Interview, application form and selection process.
Skills & Personal Qualities	<ul style="list-style-type: none"> Good organisational and co-ordination skills. Good communication skills, both written and verbal. Ability to work flexibly. Ability to analyse and manage risk in a supervised contact session. Good interpersonal skills with children. Ability to prioritise and work to deadlines. 	Yes	Interview, application form, and selection process.

Attributes	Requirements	Essential	Method of Evaluation/Testing
Skills & Personal Qualities Continued	<ul style="list-style-type: none"> • Work in a child centred manner and have an ability to create a calm and safe environment. • Good IT skills. • Understanding of the importance of quality contact for families and a commitment to working to achieve this. • Confidence in dealing with difficult situations and the ability to seek advice appropriately. • Ability to maintain confidentiality. • Ability to prepare written records/reports to a high standard. • Ability to work unsupervised within agreed limits. • Ability to work as part of a team. • Ability to identify training needs. • Understanding of issues related to Equality of Opportunity. 	Yes	Interview, application form, and selection process.
	<ul style="list-style-type: none"> • Drivers Licence with access to vehicle. • The ability to greet customers through the medium of Welsh is a requirement for this post. 	Yes	