

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Contact Supervisor	Grade: Scale 6
Section: Children's Specialist Services	Directorate: Children's Services Department
Responsible to: Team Manager	Responsible for: N/A
Post Number/s: C2300	Last Review Date: September 2025

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

Family time supervisors provide a safe, child-focused, borough-wide supervised family time service to families with children looked after by the local authority or separated during court proceedings.

They work collaboratively with other professionals in order to ensure a multidisciplinary approach to safeguarding children and young people.

Family time supervisors maximise the benefit of the Council electronic client recording/reporting tool, maintaining accurate, up-to-date child records in compliance with the Integrated Children's System.

Family time supervisors are committed to continuously improving practice by developing their knowledge and skills through training. They participate in good quality supervision that achieves an appropriate balance between reflective practice and accountability for performance/standards. They take part in self-evaluation through annual appraisal.

Specific Duties and Responsibilities

- Arrange family time agreement meetings with professionals and family members, ensuring all safeguarding requirements are in place such as Adult and Child risk assessments and agreed guidelines pertaining to individual family time arrangements;
- Prepare the child, parents and family members for the session, offering reassurance where appropriate. Ensure the session is arranged in a safe, child-friendly environment;
- Prepare rooms for family time sessions, ensuring the environment is clean, tidy and child friendly. Provide age-appropriate toys and resources for the family's time together;
- Contribute to maintaining the Family time Centre Service equipment, toys and resources;
- Supervise and observe all interactions between parent(s), family members and children during family time sessions. (Sessions may take place in the Centre, family homes or out in the community.) Support adults in engaging positively with their child/ren;
- Intervene immediately to protect the child's safety or wellbeing. Follow safeguarding procedures and escalate concerns to Family time Centre manager and allocated social worker (e.g. Parent(s) attend family time under the influence of alcohol or substances);
- Record all supervised family time session reports in a clear, factual and objective manner. Reports need to be written accurately and in a timely fashion on the council's electronic case-recording system available for families and professionals to review.

- Provide written reports for social workers, courts and review meetings.
- Attend Child protection conferences, Child in need and looked after child/ren review meetings where required. In some circumstances, you may be required to attend as a court witness in care proceedings. In such cases you will be supported by your line manager.
- Liaise with social workers, both internally and externally, transport providers, and other professionals involved in the care of children and young people.
- Attend and utilise personal and group supervision, including team meetings for development in the role and access the staff development appraisal scheme.
- Access a variety of training on the council's learning and development hub relevant to the role for continuous professional development.
- To understand the statutory guidance for multi-agency safeguarding in England policy "*working together to safeguard children 2023*" and the duties and responsibilities which apply to your role.
- Responsible for the implementation and compliance with the council's values and behaviour guidance and Health and Safety legislation/policies to ensure safe working practices for staff, the public and contractors in their working environment.
- Understand, promote and integrate into practice Council policies in relation to valuing diversity and promoting equalities.
- Consider and put forward ideas for improving the efficiency and the effectiveness of Council services to children and families.
- Enhance and promote the reputation of the Council as a provider of high-quality services to children and families.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.

- To adhere to security controls and requirements as mandated by Richmond & Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out.

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the Richmond and Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
1. Knowledge and understanding of the needs of children and young people; the ability to work effectively with children and their parents/carers and involve them in decision making.	X		A & I

2. Applied knowledge of relevant legislation, guidance and best practice in safeguarding children, including the statutory duties of the Local Authority in ensuring the protection of children.	X		A & I
3. Strong team working skills to give and gain the support of team colleagues.	X		A & I
4. A good understanding of prejudice and discrimination and the need for a Council policy on equal opportunities in service provision and a strong commitment to anti-discriminatory practice.	X		A & I
Experience	Essential	Desirable	Assessed
5. Experience of work with families in a statutory setting, including those subjects to assessment or court proceedings and/or children looked after following separation from their birth family.	X		A & I
6. Experience of writing observations of families/children, to contribute to case records/reviews/plans/report for court. Ability to write clear, concise focused records of observations and to make use of electronic IT systems and procedures to maintain accurate and timely reports.	X		A & I
7. Experience of working with parents where Domestic Abuse/Substance misuse/ Mental ill health/ learning disability and poverty are factors in their lives.	X		A & I
Skills	Essential	Desirable	Assessed
8. Effective oral and written communication skills, including formal report writing.	X		A & I
9. Ability to manage challenging behaviour in adults and their children to ensure the safety and well-being of vulnerable children is the primary focus during the supervised family time.	X		A & I

10. Ability to manage stress and to remain calm and think clearly in sometimes volatile and challenging circumstances.	X		A & I
11. Ability to carry out risk assessments, collecting and analysing all relevant information and following current guidance on the assessment of children in need and their families.	X		A & I
12. Ability to organise and prioritise own workload and to work under pressure, maintaining quality standards and meeting deadlines.	X		A & I
13. Ability to maintain accurate and up to date children's case records in compliance with Council procedures.	X		A & I
Qualifications	Essential	Desirable	Assessed
14. A relevant recognised qualification which indicates capacity for work in this role, with vulnerable young children, their families and carers Early years & childcare - Level 2/3, L 3 STLS, T-L Education - Level 3 cert/Dip STL & QTS Health and social care Level 2/3 Dip or NVQ L3 Social work and family support BA or MA Social Work	X		A & C

A – Application form / CV

I – Interview

T – Test

C - Certificate