



LONDON BOROUGH OF
RICHMOND UPON THAMES



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Contact Supervisor	Grade: Scale 6
Section: Wandsworth Contact Service	Directorate: Children Services
Responsible to following manager: Ellen Kitson, Assistant Manager	Responsible for following staff: Casual & Agency Staff
Post Number/s: C2302; CB004	Last review date: 2018

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement 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.

The Shared Staffing Arrangement 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

To provide a safe, welcoming, child-focused, borough-wide supervised contact service to families with children looked after by the local authority/separated during court proceedings.

Specific Duties and Responsibilities

1. Supervise, observe and record interactions between parents, family members and their children in contact sessions. (Sessions may take place in the Contact Centre; carers homes; or out in the community.)



2. Ensure that guidelines and written contact agreements are adhered to by all participants.
3. Record all supervised contact sessions in a clear, timely and accurate manner on the council's electronic case-recording system as per required procedures.
4. Prepare rooms for contact sessions and tidy up afterwards, ensuring that the environment is child-friendly, safe and welcoming and that age-appropriate toys and materials are available for the family's time together.
5. On some occasions, as agreed in service schedules, to collect children from carers, schools and transport them safely to and from contact sessions.
6. Observe and manage interactions during contact to ensure the safety and well-being of the child at all times and to make decisions to terminate contact sessions when necessary (e.g. in the case of evident substance misuse by a parent, abuse or neglect.)
7. Contribute to maintaining the Contact Service equipment, toys and resources.
8. Attend court as a witness in care proceedings, as required by and supported by, your line manager.
9. Write reports for reviews, conferences and meetings of the team around the child (TAC) as required by line manager.
10. Liaise with social workers, carers, transport providers, and professionals involved in contact, to ensure best standards of provision which meet children's needs.
11. Attend and contribute to Child Protection Conferences; Contact Agreement and review meetings etc; as required.
12. Attend and utilise professional supervision for development in the role.
13. Attend training relevant to the role, particularly related to safeguarding.
14. To be fully aware of and understand the duties and responsibilities arising from the Children Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to your role within the Council.
15. To be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to your work role.
16. To ensure that your line manager is made aware and kept fully informed of any concerns which you may have in relation to safeguarding and/or child protection.
17. Responsible for the evaluation, implementation and compliance with Health and Safety legislation, to ensure safe working practices of all staff, public and contractors in his/her working environment, in accordance with the Council and departmental safety arrangements, policies and codes.



18. Generally promote the services of the department by assisting the public in person or by telephone in a helpful and courteous manner.

19. Participate in the staff development and appraisal scheme, undertaking recommended training and professional development.

20. Carry out all duties in accordance with Wandsworth Council's Equal Opportunities policy with respect to the staff and public, actively promoting equality and seeking to prevent and overcome disadvantage and discrimination.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- 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 the SSA's policies, 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 role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

Team structure

Team manager

Assistant team manager



1 principal BSO

5 full time contact supervisors

A pool of casual contact supervisors

1 BSO



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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
1. Knowledge of relevant legislation and guidance, and best practice in safeguarding children, including the role of the Local Authority in the protection of children.	A I
2. Understanding and knowledge of the developmental needs of children (aged 0-18) and of working with parents/carers to meet those needs, taking into account individual circumstances and factors related to race, culture, gender, disability, sexuality, religion and individual needs. Capacity to engage	A I

with parents/carers in difficult circumstances, when they are faced with statutory intervention in their lives; and to maintain clear professional boundaries in these relationships.	
Experience	
3. Experience of working closely with vulnerable young children and their families/carers, where children are 'in need' or are at risk of harm/subject to a child protection plan. Previous experience in a supervised contact setting would be an advantage.	A I
4. 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.	A I
5. 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.	A I T
6. Experience of working with parents where domestic violence/substance misuse/mental illness/learning disability/poverty are factors in their lives.	A I
Skills	
7. Ability to manage challenging behaviour in adults and their young children, where families have been separated due to legal proceedings; and to ensure the safety and well-being of vulnerable children as the primary focus during the supervised contact. Good organisational skills, and the capacity to manage time and prioritise effectively in a busy work environment to meet required deadlines.	A I
8. Good written and verbal communication skills, including capacity to present information in multi-professional settings and to liaise and promote positive relationships with a range of professional and agencies involved with the children and families using the Contact Service.	A I T
9. Ability to manage WCS database and scheduling system.	I T
10. Ability to manage stress and to remain calm and think clearly in sometimes volatile and challenging circumstances.	A I
11. Capacity to contribute, as part of a team, to the planning, development and review of high standards of service for parents, children and carers and to apply creative thinking and commitment to challenges and dilemmas in service delivery.	A I



<p>Ability to use supervision and training to maximise personal effectiveness and for professional development.</p>	
<p>12. Ability to work to a rota as required to meet the needs of the service, between the hours of 8am – 7pm Mondays – Fridays, 9am – 4pm Saturdays; and 9am – 2pm Sundays.</p>	<p>A I</p>
<p>Qualifications</p>	
<p>13. A relevant recognised qualification which indicates capacity for work in this role, with vulnerable young children, their families and carers (e.g. NVQ 3 or NVQ 4; Teaching Certificate; Degree in Psychology/Sociology/Health and Social Care degree; CSS; NNEB; (Evidence-based parenting programme).</p>	<p>A C</p>

A – Application form / CV

I – Interview

T – Test

C - Certificate