

Role Title	Sessional Contact Supervisors
Job Family	Children and Families Service
Competency Level	All Colleagues- General Education
Scale	Scale 5-6
Purpose To provide supervised contact between children and their parents and/or other relatives where court orders or other circumstances make this necessary ensuring that the contact supervision promotes the welfare of and safeguards children and their families.	
Generic Accountabilities	End Results/ Outcomes
Communicate effectively with internal and / or external customers/ service users. Act as point of contact for the service. Provide information and resolve problems, within scope of role, escalating to line manager as required.	Resolve non-routine customer/service queries. Customers are satisfied with the response, or aware that issue has been escalated. Assess and prioritises telephone and personal callers and responds appropriately. Relevant, accurate, understandable and timely information is provided. A positive image of the Council is promoted.
To work with colleagues and team leaders to identify areas for improvement, ensuring the support offer remains appropriate for all service users.	Service users express satisfaction with service provided.
Organise and maintain records and documents using the appropriate council process / system.	Received documents, correspondence etc. are recorded, distributed and processed correctly. Photocopying, faxing, shredding, enveloping, franking etc. are completed to required standards and productivity. Records /information are well organised and accessible. Records are kept up-to-date. Follow-up with internal/external customers to obtain missing/outstanding records.

Create document, reports, correspondence from the information provided, using standard formats and software	All materials are produced to the required legislative and or Council standards and timescales. Recorded information is accurate.
Database maintenance – access and update relevant databases and generate reports for management information.	Reports are accurate, complete and meaningful.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job Specific Accountabilities:	
To undertake, facilitate supervised and Observe contact for children who are in the care of the local authority as well as for some children who are adopted or on a special guardianship order.	Contact is organised within a framework of assessment agreed and in partnership with case holding social workers, adopters, special guardians, social workers and the contact Co-ordinator.
To be aware of safeguarding and child protection issues and to escalate cases where appropriate.	Council's duties to vulnerable children fulfilled.
To be aware of court procedures and recording as specific work undertaken can be used in court proceedings.	Comprehensive reports written on each contact observed for Court proceedings in a speedy fashion are produced. .
To Stimulate children and young people on how to interact, play and develop as directed on an individual basis.	Meeting children basic needs, analysis based on the measures of parenting capacity good enough parenting and/or risk factors.

To be an excellent communicator, support children and young people to manage expectations of contact.	Children building positive relationship between their families and promoting the child's welfare and identity.
To Supervise contact both in borough and out of borough as well as surrounding counties.	All legal requirements are followed and duty of care is taken when organising transport.
Nature of Contacts Involves supporting and guiding residents, stake holder and third parties to ensure a successful service May involve direct contact with members of the public including dealing with challenging situations where influence may be needed. Liaise with and/or advise senior members of staff regarding service issues, problems and processes. Deal with people at all levels confidently, sensitively and diplomatically.	
Procedural Context Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others. Decisions will be made based on Council procedures. This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs. This post is office based.	
Key Facts and Figures Full Driving Licence Own car	

Resourcing

Budget Responsibilities: N/A

Supervisory Responsibilities: N/A

Knowledge, Skills and Experience

Direct experience of working with Children and their families
 Direct experience of working with children & families in a social care setting.
 Direct experience of caring for and/or being involved with the care of children
 .Good knowledge of childcare legislation
 Experience of working in a multi-racial community and/or knowledge of various cultural needs.
 Experience of using information technology.
 Ability to facilitate contact sessions and have good observational skills.
 Ability to relate to children and work sensitively with their parents and ensured that they are provided with an appropriate service.
 Ability to manage complex family dynamics in a non-confrontational way.
 Ability to record, keep & produce good written reports
 Good verbal and written communication skills.
 Ability to work effectively with children and their parents during periods of family crisis and respond immediately
 Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others
 Ability to identify improvements to processes and systems and to share the recommendations with the wider team.
 Ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focused support service.
 Ability to deal diplomatically and confidentially with families in accordance with Council Policy.
 Able to work flexible and/or unsocial hours both planned & at short notice.
 Ability to organise own work load, prioritise & plan
 Ability to work as part of a team, with colleagues, other professionals, carers & young and attend team meetings
 .
 Ability to speak the most common community languages in Waltham Forest other than English. These include Turkish, Urdu, Somali, Albanian, Bengali, Hindi and French.
 Access to secure internet

Indicative Qualifications

Relevant NVQ Level 4 or equivalent qualification

English and other languages -. These include Turkish, Urdu, Somali, Albanian, Bengali, Hindi and French

--

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.