



Contact Supervisor JOB DESCRIPTION

ROLES AND RESPONSIBILITIES

- **To act as a contact supervisor in support of family contact in a safe, welcoming and child friendly way**
- **To accurately record those contacts.**
- **To be prepared to challenge inappropriate behaviours.**
- **If necessary, give evidence in Family Courts.**

In December 2008, the Government published the 2020 Children and Young People's Workforce Strategy. This sets out the Government's vision that everyone who works with children and young people should be responsible for ensuring their safety and welfare. TAAS fully embraces this vision and staff should be able to demonstrate they are committed to be;

- **Ambitious** for every child and young person
- **Excellent** in their practice
- **Committed** to partnership and integrated working
- **Respected** and valued as professionals

Key Duties

1. To carry out supervision of family contacts on a sessional basis in line with the scheme guidelines and training.
2. To support and assist in providing and facilitating a positive family contact by understanding family dynamics and the impact of family breakdowns.
3. To demonstrate the ability to able to remain calm and defuse and manage potentially difficult / confrontational situations.
4. To ensure that safety of the child is maintained at all times and actively ensure the Safeguarding and promote the welfare of the child whilst undertaking their duties.
5. To complete the Contact Session Report form, ensuring that all relevant information is recorded accurately, clearly and concisely detailed observations of that contact, and ensure that this is returned to the Head Office in the appropriate manner.

6. To working with children / families, some of which may have been subjected to or witnessed abuse.
7. To attend continuous training sessions as appropriate (minimum of three each year) and as appropriate divisional meetings of the company
8. To carry out the duties of a Contact Supervisor with regard to the Health and Safety requirements of the company
9. To carry out the duties of a Contact Supervisor as set out in scheme's guidelines, and with regard to the Code of Conduct.

Aptitude and Skills

- Demonstrate the ability to work closely with other people ,showing an understanding of boundaries and a commitment to equal opportunities and anti-discriminatory working
- Demonstrate the ability to communicate effectively and engage with young people and their families
- Demonstrate a knowledge and understanding of Children Act, ECM and current legislation relevant to this post.
- Demonstrate experience of working with parents and children and an understanding of family/child assessments
- Experience of working with related agencies
- I.T. Skills
- Observational skills
- Positive attitude towards training and development
- Willing to work flexibly and outside office hours

Practical Requirements

- **Current car driving licence (E)**
- **Car available for use for work with Class 1 business insurance**

TAAS is committed to Every Child Matters in the context of the 5 aims these are:- Be healthy, Be safe, Enjoy and Achieve, Make a positive contribution and Achieve economic well-being

Applicants should demonstrate and understanding and commitment to these aims.