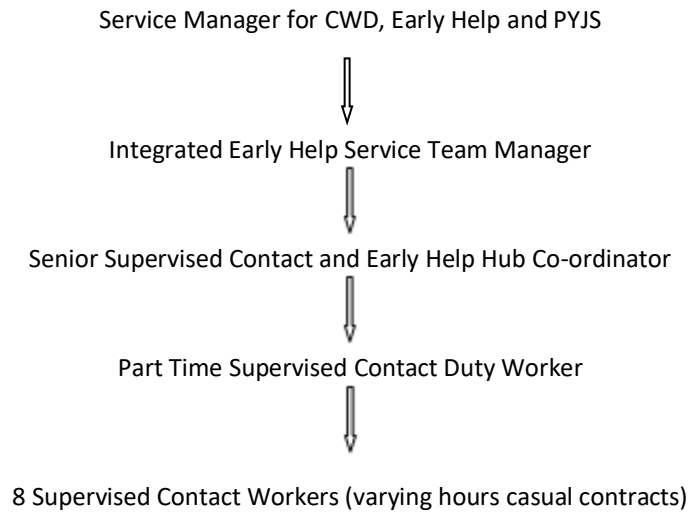
 WOKINGHAM BOROUGH COUNCIL	Job Description		Job Reference
Job Title	Supervised Contact Duty Worker		
Service	Integrated Early Help Service	Children's Services	
Location	The Palms Family Centre		
Reports to	Integrated Early Help Manager		
Grade:	Type of position:	Hours per Week:	
5	Part Time (flexible)	18.5	
<p>This job description has been designed to indicate the general nature and level of work performed by employees within this post. It is not designed to contain or be interpreted as an inventory of all duties, responsibilities and outputs required of employees assigned to the role.</p>			
<u>Service Purpose</u>			
<p>The Palm Family Centre provides Court directed supervised 'family time' for children who are in foster placements and their families while they are in pre and post proceedings.</p>			
<u>General Description of the job</u>			
<p>The Supervised Contact Duty Worker will work closely with the Supervised Contact and Early Help Hub Coordinator to coordinate and manage the day to day running of the Palm Family Centre (contact centre) for children and families.</p> <p>The Supervised Contact Duty Worker is responsible for deputising for the Supervised Contact and Early Help Hub Coordinator to manage the activities in the centre safely and efficiently, opening and closing the centre at the start and end of the day and liaising with families, Social Workers and Foster Carers.</p>			

Chart



Main Accountabilities of the post

1	<p>To deputize for the Supervised Contact and Early Help Hub Coordinator in their absence – lock and unlock the building and manage contractors’ visits</p> <p>To deal with information from families and social workers that can present as complex, reacting and responding appropriately.</p> <p>Actively working to safeguard all those within The Palm Family Centre</p> <p>Manage the center day to day and make decisions regarding contacts.</p>
2	<p>Act as a meet and greet for parents and foster carers ensuring all are emotionally available and ready for family contact time. Settle family members in the relevant contact room.</p>
3	<p>To work closely with the administrator in maintaining up to date contact calendars, circulating details with social workers, families, foster carers and supervised contact workers on a regular basis.</p> <p>Help to maintain accurate records and share any safeguarding concerns with the Contact Coordinator and IEHS Team Manager and relevant Social Worker/SW Manager and update Mosaic.</p>

	To ensure staff recording is kept at a level which is acceptable for statements used in the family court arena.
4	Organize meetings with social workers and families attending for contact to complete risk assessments and draw up personal contracts with families when the center coordinator is absent.
5	Actively encourage cleanliness of rooms after each contact to meet hygiene standards
6	Take telephone calls/queries that admin staff are unable to manage and be the point of contact for questions directly relating to contact issues from Families, Foster Carers and Social Workers
7	Be the point of contact for questions directly relating to cover for contacts where contact supervisor isn't available
8	Assist contact worker where multiple children are moving from cars to contact rooms Take lead responsibility for agreed tasks when Team Manager is absent.
Additional Corporate Responsibilities	
1	High Support, High Challenge: To ensure that you bring forward your good ideas, to challenge areas where the Council can improve, and to contribute to the Council's ongoing success
2	Health and Safety: Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.
3	Equal Opportunities: To take positive action to ensure a thorough understanding of and positive commitment to equality in both service delivery and employment practices.
4	Special Factors: Ability to travel to a variety of locations in borough, work flexibly as the service requires to include some evening and evenings
Scope	
Resources	Facilities, equipment, or systems within overall span of control
DBS Check required	Yes enhanced

Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.

Values Profile

One Team

- Demonstrates individual accountability and collective responsibility
- Always acts in the best interests of the Council and the communities the Council serves
- Takes a Council-wide and community view in decision making and activity
- Ensures that own service / team delivers the necessary support to achieve collective Council-wide priorities
- Actively engages with debate, discussion and decision making, demonstrating 'high challenge, high support' behaviour
- Demonstrates support and challenge to members, colleagues, and partners

Value & Pride

- Shows pride to work for the Council, to improve outcomes for the Borough and its residents
- Upholds the principles of continuous improvement, questions existing practice and looks for ways to improve service delivery
- Is focussed on outcomes rather than inputs
- Upholds our commissioning principles that make the quality, outcomes and costs of service more important than who provides it
- Encourages others, and is encouraged, to take the initiative and innovate
- Understands we are a learning organisation, so that we all learn from mistakes as we seek to innovate to deliver better outcomes, but we aspire to never making the same mistake
- Embraces training and professional development as means of improving skills and knowledge and developing self

Trust & Respect

- Can describe, the single, shared Vision for the organisation and how what we individually do contributes to realising that Vision
- Acts at all times with honesty and with integrity and works collaboratively
- Recognises and celebrates the impact of diversity on the organisation, its customers and its workforce
- Upholds the Council's Code of Conduct
- Shows respect for the sound professional advice of colleagues who have expertise, knowledge and experience: we maximise the value and impact of the expertise we share
- Develops and encourages effective and open communication with staff, Councillors, the community and our customers, where respectful challenge is encouraged and helps us to learn and to improve
- Demonstrates respect and courtesy towards customers, colleagues, Councillors, and members of the community with any response and decisions centred on the issues at hand and not on individuals at a personal level
- Ensures decisions are clear, based on evidence, and Fair Process
- Recognises the valuable part that everyone in the organisation has to play in delivering the excellence to which we aspire.

Customer Service Excellence

- Always demonstrates clear focus on improving services and outcomes for customers and communities
- Expects high levels of customer satisfaction
- Involves and engages customers and communities in developing, shaping and feeding back on services: engagement is early and often
- Expects services to be responsive to customer and community need, and focuses our targeted services on those in greatest need
- Takes ownership of community issues and seeks to solve them
- Acts as an advocate for customers, communities and users of services when needed

Leadership & Management

- Actively assesses, manages and reports risks
- Uses own knowledge, experience and expertise to contribute to the training and development of the wider organisation
- Promotes & builds the Council's reputation as a first class employer & service provider
- Proactively seeks feedback on own performance and how impacts on others

Finance & Value for Money

- Understands that Value for Money is delivering activities and programmes that are of most value to those the Council is ultimately accountable to
- Able to communicate clearly & confidently regarding results in relation to costs & the justification for a chosen option

Political Engagement

- Drives open and active communication with Members, as appropriate to role
- Values and supports the work of elected members, and makes self-available to meet, discuss, problem-solve with members
- Maintains a relationship of trust and respect with members
- Engages proactively in communicating with members on key issues
- Supports and enhances the skill and knowledge of elected members in the stewardship of their portfolios

Personal & Professional Development

- Takes responsibility for own development and learning
- Understands the whole Council and how services work and are delivered to meet priorities
- Explores service delivery outside of the Borough to challenge and develop thinking and planning
- Accepts and uses coaching and mentoring when helpful
- Demonstrates awareness of own behaviours and their impact on others
- Offers own skills and expertise, beyond service specialism, to enhance the work of the wider organisation

Person Specification

Should focus here on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable. There is no need to repeat value requirements or corporate responsibilities.

Qualifications	Essential	Desirable
NVQ Level 3 or equivalent	E	
Experience	Essential	Desirable
Experience of working with children and families in a paid or voluntary setting	E	
A firm knowledge and understanding of child protection policies and procedures, and the principles of safeguarding children and young people.	E	
Knowledge		
Good working knowledge of the relevant statutory and regulatory framework and of an appropriate range of professional interventions.		D
Thorough understanding of barriers that may have negative impact for achieving change, and strategies to overcome those		D

A broad understanding of the issues relevant to children being placed/brought up within permanent substitute families, including child development, the formation of attachments, and the concept of re-parenting	E	
Knowledge and understanding of the needs of disadvantaged or excluded groups in society and an awareness of the Equal Opportunities/ Anti-discriminatory Practice principles relevant to address these needs.	E	
Knowledge of current service provision for families available across Wokingham		D
Experience of facilitating supervised contact with families and children in the care of the local authority		D
Technical Skills	Essential	Desirable
Ability to use and manage IT packages eg. Microsoft Word, Outlook etc. including internal recording systems	E	
Excellent written and verbal communication skills and experience in working in a multi-agency environment.	E	
Ability to deal with sensitive issues, manage conflicting views and expectations and cope with unpredictable issues and behaviours	E	
Ability to manage and prioritise competing demands, capacity to use supervision effectively	E	
Ability to assist in leading others, sharing good practice, and promote positive behaviours/team working	E	

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