



Job Description

Social Services Directorate

Children's Services

Post Title	Family Community Worker (Contact Supervisor)		
Post Number	BG03491 (37), BG10004 (32)	Grade	4
Base	Bridge Street, Ebbw Vale	Hours of Work	37 per week & 32 per week
Car User Allowance	Approved Casual	Disclosure	Enhanced
Contact	Senior Family Community Worker - 01495 355794	Updated	October 2014

Principal Job Purpose

Responsible to: Team Manager

Responsible for: Supporting the Manager in ensuring an efficient and quality contact service is delivered to children and families in Blaenau Gwent.

Principal Accountabilities

1. To support supervised contact arrangements as agreed by referral and review
2. To ensure that contact sessions are planned and supported to meet the needs of the child(ren) in question.
3. To observe the interaction between families and children and use that knowledge to provide written reports of those sessions
4. To have IT skills that enable reports to be recorded onto the Social Services Electronic Database.

5. To support families in developing their relationships and interactions to ensure that contact sessions are as positive as possible for the child(ren)
6. To evaluate and share any relevant information with the allocated Social Worker and/or Team Manager
7. To contribute to relevant meetings
8. To ensure that the physical environment of the contact centre is safe and well maintained
9. To transport children to and from contact if required
10. To attend Court and give evidence if necessary.
11. To participate in induction and training programmes provided by Blaenau Gwent, and other appropriate agencies, including NVQs.
12. To take personal responsibility for own career development, including attending supervision and identifying training needs.
13. To participate in Departmental and Team meetings
14. To work flexibly.
15. To comply with all relevant County Borough Policies
16. To keep up to date with current legislation and information relating to Children's Services.
17. To carry out direct working with individual family members, accessing social activities and enabling social integration and networking as part of an individual contact plan.
18. To undertake any other duties falling within the remit of the post.
19. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
20. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

Person Specification – Contact Supervisor

1. Qualifications & experience	Essential / Desirable	App. Form	Interview	Other (please specify)	Probationary Period
Qualifications/relevant experience					
<ul style="list-style-type: none"> • GCSE English and Maths, or equivalent • N.V.Q.Level 2, or equivalent social/child care 	Essential	✓			
	Desireable	✓			
Other experience					
<ul style="list-style-type: none"> • Proven experience of work with children, their families and carers. 	Essential	✓	✓		✓
Knowledge/Skills					
Good verbal and written communication skills with professionals, children, young people and adults.	Essential	✓	✓		✓
Ability to maintain accurate records in accordance with Directorate Policy.	Essential	✓	✓		✓
Ability to engage effectively with a range of professionals and agencies to promote partnership working.	Essential	✓	✓		✓
Ability to work as a member of a team.	Essential	✓	✓		✓
Understanding of the needs of children who are looked after and/or in need of protection.	Desireable	✓	✓		✓
Knowledge and understanding of current research, legislation and good practice in child care.	Desirable	✓			✓
Ability to promote anti discriminatory practice	Essential	✓	✓		✓
Flexible approach to work in order to be responsive to the needs of children, young people and their families.	Essential	✓	✓		✓
To have clear personal/professional boundaries.	Essential	✓	✓		✓

2. Special Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Full driving licence and access to a car for work purposes.	Essential	✓			
Ability to work outside of office hours. (This may include weekends)	Essential	✓			✓

3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Assessment Method					
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Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering the service	Plans ahead, organises work in advance		✓		✓
	Involves line manager/colleagues in setting and meeting targets		✓		✓
	Reorganises work when necessary		✓		✓
	Sees tasks through to completion whenever possible		✓		✓
	Seeks help if workload becomes unmanageable		✓		✓
	Uses initiative to report issues that arise that impact on others		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Improvement & Change	Is prepared to try new things & feed back results				✓
	Understands that changes are needed if things are to be improved				✓
	Finds new and creative ways of doing things better				✓
	Actively seeks to develop own skills and knowledge	✓			✓
	Learns from mistakes & welcomes constructive feedback				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Providing Excellent Customer Service	Recognises the importance of high standards of customer service		✓		✓
	Is committed to providing an excellent service to all the citizens of Blaenau Gwent		✓		✓
	Understands the links between own professionalism and the possible impact on the Authority's image		✓		✓
	Has a professional attitude that sets an example to colleagues		✓		✓
	Takes pride in own work and that of colleagues		✓		✓
	Is respectful, courteous and helpful at all times		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Team Working	Reacts constructively to others' suggestions and requests		✓		✓
	Recognises potential value of others' opinions and actively seeks their contributions		✓		✓
	Asks for help when necessary		✓		✓
	Actively seeks to help others		✓		✓
	Is aware of the impact of own behaviour on others		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Adapts content and style to help others understand		✓		✓
	Makes sure that people are regularly informed		✓		✓
	Uses appropriate language, gestures and tone when talking with others				✓
	Checks others have understood & seeks advice when necessary		✓		✓
	Actively seeks to improve all forms of communication with others				✓
	Communicates professionally by using formal channels appropriate to the situation			✓	