



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title: Contact Supervisor for the Supervised Contact Service</b>	<b>Role Profile Number:</b>
<b>Grade: Salary: L - 1</b>	<b>Date Prepared: July 2020</b>
<b>Directorate/Group: Children's Services</b>	<b>Reporting to: Jackie Bibby –Contact Manager</b>
<b>Structure Chart attached:</b>	

### Job Purpose

1. Supervised contact workers will provide a consistent service to families with the aim of achieving high quality contact between children and their families.
2. To work as part of Children Services to facilitate and supervise contact sessions between children/young people and their families within the agreement of processes of the care planning agenda.
3. To provide support to children/young people outside of their family home in times of need.

### Key Accountabilities

1. To work to support parents/carers whose contact is supervised, to provide safe and child focused sessions.
2. To provide support to parents/carers to reduce placement breakdown.
3. To work with children/young people with the aim of children staying in their placement either at home or with their carer.
4. To provide up-to-date information to the Contact Manager, social worker of progress of contact and issues arising.
5. To report directly to the supervised Contact Manager or Service Manager.
6. Where necessary supervise and assess contact sessions and offer individual feedback to parents as required/requested by the social work teams.
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8. Ensure supervised contact records are made accessible to the social worker within an agreed timescale using administrative support as appropriate.

## **Knowledge & Experience**

1. Basic education in GCSE standard.
2. Knowledge and experience of working with children and adults
3. Good Observational skills and attention to details
4. Good Writing skills and the ability to record clearly and accurately
5. A basic understanding of safeguarding issues and child development
6. Ability to follow policy, practice and procedures relating to child Protection
7. Can work under pressure and a desire to work with vulnerable families
8. An ability to put people at ease and sensitive to environment
9. Ability to manage behavior that may challenge.

## **Decision Making**

Ensure that any identified personal training needs are discussed with the immediate Line Manager.  
Work within the prescribed role and within written agreements.

If you have concerns about a child's welfare inform the Manager or out of hours services.

<b><u>Job Scope</u></b>  <b>Number and types of jobs managed</b>  <b>Typical tasks supervised/allocated to others</b>	<b>Budget Holder</b>  <b>Responsibility</b>    <b>Asset Responsibility:</b>	
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## **Contacts and Relationships**

## **Values and Behaviours**

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also

expect everyone at SBC to demonstrate and live our organisational values and behaviours , this means in our work we are:

**Connected: We put Swindon and its people at the heart of everything we do.**

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

**Resilient: We are forward thinking and work smart**

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

**Brave: We respect and work together with our colleagues and customers to achieve success**

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name::
<b>Date:</b>	