



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Contact Supervisor for the Supervised Contact Service	Role Profile Number: P/A
Grade: Salary: L	Date Prepared: July 2020
Directorate/Group: Children's Services	Reporting to: Contact Manager
Structure Chart attached:	No

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.
7. 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.

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

Contacts and Relationships

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	