



## SUPERVISORS JOB DESCRIPTIONS

**The Role:** The role of a Children`s Contact Supervisor is to unobtrusively observe contact between children who have been removed from their parent`s care and their parents or other family members during their arranged visits at our South Woodford centre. Your obligation is to ensure that all contact is safe, positive and fun for the child. Most of these contact sessions are held at our child friendly contact centres, occasionally they may be conducted in the community or family homes. As a Family/Children`s Contact Supervisor you act as a chaperone for the duration of the pre-arranged contact session between a child and their family member. You will be required to compose a report on all visits attended including observations made, these reports are provided to your line manager and may be used for the Local Authority`s, Cafcass or private parenting assessment. You are also required to escalate any concerns to Contact Centre management. You may also be asked to collect the child and transport them to our contact centre and return them home again at the end of the contact session. This position is varied, on occasions challenging and very, very rewarding. ECS are passionate about providing the best possible experience for contact users and provide all Family/Children Contact Supervisors with on-job training.

Requirements:

- NVQ Level 3 in children and families or a related field is integral
- A current DBS for working with adults and children
- Current driving license and access to a car desirable. An understanding of child protection and safeguarding
- Experience working with children and families
- A Contact Supervisor will;
- Have a detailed knowledge and understanding of child development
- Be able to understand if a situation is escalating and will be able to step in to effectively safeguard the child or young person
- Be able to work with challenging and difficult families and have an ability



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to put people at ease · Be able to analyse and deal with the behaviours of the families they are working with · Be able to verbally present a case in court if required · Be able to use different approaches to meet the diverse needs of families who will access the service · A non-judgemental attitude · A desire to work with vulnerable children and families · Good writing skills · Be flexible

### **Additional Responsibilities**

1. Read all historical information relating to particularly the families you are supervising. To remind parents of the rules of contact center when deemed necessary.
2. Greet, assist and direct parents to their allocated contact rooms and ensure all parents and visitors sign in and out.
3. To support and assist in setting rooms for contact and when one contact ends to ensure rooms are set up and tidy for the next contact.
4. To help in clearing up the lounge & hall as required after contact by ensuring all toys and furniture are put back according
5. Encourage parents to tidy up after their contact session and after which you ensure all toys are stored away in the correct store cupboard.
6. Report any issues which needs immediate attention to management including maintenance and any Child Protection issues to duty worker/manager.
7. Be able to deal with or bring to the coordinator's attention any difficult service users/clients to be resolve swiftly



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8. To adhere to center's confidentiality policy - ensure that all administrative documents, communication whether written or verbal is done in a way so as not to be overheard by anyone else
  
9. To attend monthly supervision and participate in team meetings.



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