



South Tyneside Council

CHILDREN, ADULTS AND HEALTH

JOB DESCRIPTION

POST TITLE:	Contact Officer (Poppyfields)
GRADE:	Band 5
RESPONSIBLE TO:	Contact Service Manager
RESPONSIBLE FOR:	Supervising contact between children and their non-resident family members

Overall Objectives of the Post:

To supervise court ordered contact between children, their non-resident parents and wider family members in a safe environment and to take a multi-agency approach to court ordered supervised contact and contribute where appropriate to parental assessment.

Key Responsibilities of the Post:

- 1. You will assist the manager with the development of the Contact Service. You will:***
 - Identify and develop services to meet the needs of children and their families.
 - Assist with the consultation and evaluation of the service to ensure good outcomes for children and young people.
 - Liaise with other agencies and professional bodies.
- 2. You will supervise contact between children and families at appropriate venues within the community, family home and at Poppyfields Contact Centre. You will:***
 - Attend initial meetings with children, family members and Social Workers.
 - Assist with change management within the Service in accordance with Group priorities and best practice.
 - Work to an agreed and formal contact plan.
 - Provide child focussed supervision during contact.
 - Carry out risk assessments.
 - Work within the terms and conditions of court orders whenever possible in partnership with parents and carers.
 - Prepare contact rooms with appropriate toys and equipment to provide a safe, relaxed and hygienic play area.
 - Be sensitive to the individual needs of children, young people and families taking into account age, gender, culture, language, race and disability.

- Record and assess all supervised contacts effectively.
- Provide written assessments of contacts and prepare and present reports for meetings and court as required.
- Where agreed, transport children to and from their contact venue.

3. *You will work as part of a team, and as an individual. You will:*

- Assist with team meetings, case allocation, reviews and case conferences.
- Be accountable for case management.
- Ensure, as an individual that you receive supervision and have a personal development plan that is regularly reviewed.

You will be required to work some unsocial hours in order to offer the level of service outlined above.

South Tyneside Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Successful applicants will be required to produce an Enhanced Certificate of Disclosure from the Disclosure and Barring Service.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others health and safety. The above list is not exhaustive and other duties relevant to the post may from time to time be required. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: JMc/CL

Date: 18.01.19