

Job Description

DIRECTORATE:	Social Services & Wellbeing
DEPARTMENT:	Children and Family Services/ Locality Hubs
POST:	Contact Manager
GRADE OF POST:	GR10
RESPONSIBLE TO:	Principal Officer – Locality Hubs

JOB PURPOSE:

To have management responsibility for the co-ordination of the Contact Service and its operation, ensuring children and families supported by the local authority have safe and effective contact sessions in line with current policies, best practice, legislation, procedures, and internal systems.

PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:

- Have management responsibility for the co-ordination of the Contact Service and its day-to-day operation, ensuring consistency with current childcare legislation and within established policies, standards and procedures.
- Provide line management and supervision to the Supervised Contact Workers, ensuring high quality family time for children who are looked after by the Local Authority and their families and managing any risk situations as they occur.
- Be involved in the recruitment, induction and development of Supervised Contact Workers, identifying, and arranging training through day-to-day support. Provide advice and guidance through high quality supervision to ensure that the team is capable of fulfilling the demands of the service.
- Produce comprehensive, analytical and high-quality reports for perusal of Senior Managers in relation to service matters based on evidence.
- Ensure quality and content of reports produced by the Supervised Contact Workers, which will be used as part of the assessment for court proceedings.
- Ensure the overall quality and efficiency of supervised contact and allocate caseloads to Supervised Contact Workers.
- Develop risk assessments and plans, working with professionals such as probation services and social workers, to ensure appropriate safeguards are in place relating to the health and safety of the children and their families, as well as the Supervised Contact Workers.
- Work in collaboration with Team Managers in respect of contact arrangements, including scheduling direct contact arrangements and ensuring the service is able to respond to potentially fluctuating service demands.
- Establish and maintain robust working relationships and partnerships with partner agencies, other council departments, other services and agencies to deliver a holistic contact service to children and their families.
- Arrange and attend supervised contact reviews between Supervised Contact Workers and families.

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- Lead in the identification and implementation of service improvements and development including service performance analysis and interpretation.
- Travel between varying contact venues in order to supervise and provide support to contact workers completing contact sessions.

GENERAL DUTIES

Health and Safety

To fulfil the general and specific roles and responsibilities detailed in the [Health and Safety Policy](#)

Equal Opportunities

To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.

Safeguarding

Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding Team or Children's IAA Service within MASH.

Review and Right to Vary

This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

Criminal Records Check

This post requires a criminal records check through the Disclosure & Barring Service (DBS).

Person Specification

Contact Co-ordinator

The following attributes represent the range of skills, abilities, and experiences etc. relevant to this position. Applicants are expected to meet the attributes that have been identified as essential (Yes).

Attributes	Requirements	Essential	Method of Evaluation/Testing
Qualifications, Education & Training	<ul style="list-style-type: none"> • A good standard of education, equivalent to QCF (NVQ) Level 4 in an appropriate discipline or an ability to demonstrate competence through experience. • Holds or is willing to undertake a relevant Level 5 management qualification and/or relevant and demonstrable prior management experience. 	<p>Yes</p> <p>Yes</p>	<p>Production of original Qualification Certificates and application form.</p>
Knowledge & Experience	<ul style="list-style-type: none"> • Experience of working within Children's Services or partner organisations. • Knowledge of relevant childcare legislation in relation to Children's Services. • Experience of working with the children and families directly, particularly those who are vulnerable and requiring support. • Supervisory/management experience. 	<p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Interview, application form and selection process.</p>
Skills & Personal Qualities	<ul style="list-style-type: none"> • Excellent communication (oral and written) and interpersonal skills with the ability to deal effectively with colleagues, the public, children and young people. • Ability to lead, motivate and support others as well as work effectively within a team to ensure excellent service standards are provided. • Proficient IT skills. • An awareness, understanding and commitment to the protection and 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Interview, application form, and selection process.</p>

Attributes	Requirements	Essential	Method of Evaluation/Testing
	<p>safeguarding of children and young people.</p> <ul style="list-style-type: none">• Ability to adhere to Data Protection principles and ensure confidentiality in all matters.	Yes	

<p>Skills & Personal Qualities Continued</p>	<ul style="list-style-type: none"> • Ability to plan and set robust service standards and monitor and review their effectiveness. • Ability to monitor and evaluate service delivery. • Ability to plan, monitor and evaluate contact sessions. • Ability to work to flexibly to tight timescales and deadlines as well as address changing demands and conflicting priorities. • A strong understanding of the importance of quality contact for families and a commitment to working to achieve this. • Ability to form and maintain effective working relationships and with professionals as well as with children and their families. • Good assessment, risk assessment, planning and record keeping skills. • Drivers Licence with access to vehicle. • The ability to communicate through the medium of Welsh 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Interview, application form, and selection process.</p>
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