

Role Profile

Part A - Grade & Structure Information

Job Family Code	8PCS	Role Title	Senior Contact Supervisor
Grade	PS8	Reports to (role title)	Family Contact and Host Service Manager
		Directorate	Children Schools and Families
JE Band	269-313	Service	Cooperate parenting
		Team	Family Contact and Host Service
		Date Role Profile was created	30/12/2019

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	Work as part of Children and Families to facilitate and supervise contact sessions between children/ young people and their families within the agreement and processes of Surrey Childrens Family Contact Service. To work to support parent/carers whose contact is supervised, to provide safe and child focused sessions. The contact supervisor will be responsible for coordinating, undertaking contact sessions and providing detailed reports that will be used in court proceedings. Where applicable a contact supervisor may be requested to attend court hearings pertaining to supervised contact reports. Contact supervisors must have a high level of knowledge of safeguarding and the impact of trauma on children. As a contact supervisor the role entails working directly with vulnerable children with responsibility to ensure that the safety of the child is maintained and the child's welfare promoted, at all times. As a senior contact supervisor you will have line management responsibilities to contact supervisors. This will require great communication skills. The role will require the ability to communicate clear and concise direction using positive and encouraging language. An essential part of the role will be to lead by example in attitude, ethic and a child centred approach. The role holder will manage their staff with respect and trust in order to promote a positive staff team. The position will require the individual to challenge practice constructively and offer problem solving skills and provide a role model to others on good practice.
Work Context	Surrey Childrens Service is a multi-agency, multi-disciplinary service working with some of the county's most vulnerable & disadvantaged children & young people (aged 0-19 & up to 25 with SEND) & their families/carers. As a senior contact supervisor you will be expected to work in partnership with social workers, foster carers and family members. Effective communication and an understanding of the service as a whole will be essential within this context.
Line management responsibility if applicable	The role holder will have line management responsibility to a small team of contact supervisors. The senior contact supervisor will provide regular consistent supervision within the statutory requirements set by the local authority. This position will require coordinating group supervision events which will facilitate training and guest speakers to enhance the teams skill set and
Budget responsibility if applicable	NA
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Risk Management - Identify opportunities and risks associated with the service and escalate / report to management. - Assess and manage risk associated with assigned cases/service delivery. Service Development - Contribute to the regular monitoring and review of services established to facilitate service improvement. - Provide specialist/professional advice and recommendations within defined policy and procedures to support informed decision making. Planning & Organising - Undertake care planning and manage complex cases and / or take a lead on development and project work, assisting in development and improvement of services and practice in own area. Finance/Resource Management - Make recommendations for the provision of services in line with the budget determined according to assessment of needs, and advises less experienced staff on budget and costs of services. Work with others - Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and deliver service in partnership. - Work in partnership with service users, their families/carers. People Management - Allocate work and monitor the standard of team performance and ensure resolution of any issues, and / or may take on a coordinating and supervisory role with more junior staff as directed by their manager. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Advanced vocational qualification at level 4 or considerable on the job experience. • For some roles a relevant degree may be required. • Practical knowledge of relevant legislation, processes and procedures and issues relating to the service user group with ability to apply this in challenging situations. Working knowledge of practice standards where appropriate. • Able to assess, plan and review cases; undertake challenging casework, where appropriate shadowing more experienced social workers/practitioners. • Numerate and able to advise on effective use of budgets and resources. • Competent in a range of IT tools including MS Office and database management systems. • Effective written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to maintain effective working relationships at all levels. • Creative problem solving skills and the ability to identify service improvement initiatives. • Able to promote effective team working, and use supervision to improve personal performance and practice of junior staff. • Satisfactory DBS clearance might be required.
Details of the specific qualifications and/or experience if required for the role in line with the above description	Advanced vocational qualification in child, youth or family related discipline or relevant work experience in this area. Educated to GCSE standard as a minimum. Competent literacy, numeracy & IT skills. Enhanced DBS clearance The role holder will need to be prepared to travel across the county and beyond to meet the demands of the service. There could be evening meetings which require the role holders attendance.
Role Summary	Roles at this level manage and organise effective provision of services through specific projects, specialist advice, guidance and assessment, or day-to-day coordination of front line delivery of a specific service. They require the ability to influence and practically apply knowledge on the basis of technical knowhow, facts and evidence. They work collaboratively with a network of internal and external colleagues. Role holders need to be able to work independently whilst working under the supervision of more experienced staff.
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