

Role Profile

Part A - Grade & Structure Information

Job Family Code	7PCS	Role Title	Contact Supervisor
Grade	PS7	Reports to (role title)	Senior Contact Supervisor
		Directorate	Children Schools and Families
JE Band	228-268	Service	
		Team	Surrey Supervised Contact Service
		Date Role Profile was created	03/01/2020

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	<p>Work as part of Children and Families to facilitate and supervise contact sessions between children/ young people and their families within the policy and procedure of the Surrey Childrens Family Contact Service.</p> <p>To support parent/carers whose contact is supervised, and provide safe and child focused sessions.</p> <p>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.</p> <p>To contribute to ensuring a positive, strong profile for Surrey Childrens Services in its dealings with the public, colleagues, service users & external agencies e.g. schools, police, EDT, vol orgs</p>
Work Context	<p>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 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.</p>
Line management responsibility	NA
Budget responsibility	NA
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none"> • Contribute to risk awareness in carrying out duties and raise issues where appropriate. • Assess and manage risk associated with assigned cases/service delivery to ensure safeguarding of service users. <p>Case Management</p> <ul style="list-style-type: none"> • Monitor, manage and deliver care plans in specified service area. • Undertake case related reports and maintain records in accordance with procedural and legislative requirements. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Initiate assessments, plan and carry out care management within procedural and regulatory framework. May plan the work of other staff. • Assist in development and project work, and working with other staff to provide information and feedback. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make recommendations for the provision of services in line with the budget determined according to assessment of needs. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and work in partnership with other internal departments, partner organisations, agencies and/or contractors and engage with the community and volunteers. <p>People Management</p> <ul style="list-style-type: none"> • Contributes to the induction and training of new staff and the on-going development of more junior staff, and may coordinate and supervise the work of team assistants. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>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.</p>

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Vocational Qualifications Level 3 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience. • For some roles a relevant degree may be required. • Understanding of relevant legislation, processes and procedures and issues relating to the service user group. • Ability to show an understanding of the circumstances of people with more complex social care needs, to gather detailed and appropriate information and to reach a view about the likely source of assistance. • Able to plan, manage and prioritise a caseload and seek guidance where necessary. • Numerate and able to makes recommendations for the provision of services in line with the budget determined according to assessment of needs. • Competent in a range of IT tools including MS Office and database management systems. • Effective written and oral communication and interpersonal skills with the ability to build relationships with a range of stakeholders. • Problem solving skills or ability to undertake process or practice improvement with minimal supervision. • Ability to work effectively and flexibly as part of a team, and provide guidance and assistance to less experienced or more junior members of staff. • Experience of working with the user group and of staff supervision where appropriate. • 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	<p>A 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</p> <p>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.</p>
Role Summary	<p>Roles at this level provide a practical front line support service helping with advice and guidance, managing a varied caseload, and working as necessary with community, professional groups and local organisations to ensure provision of support. They have practical knowledge of the procedural framework, service user group needs, and are authoritative on procedures of some complexity and variety, with an in-depth knowledge and understanding of a particular functional area. Planning and organising is a key element, mainly in terms of planning own time, planning and prioritising for the weeks ahead. Although most work will follow established patterns, initiative is needed to resolve problems and queries based on experience and judgement, mainly without reference to others, but with access to clear guidance. They may supervise a team and coordinate service delivery in their own service area.</p>
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