

**Contact Supervisor
JOB DESCRIPTION**

ROLES AND RESPONSIBILITIES

- **To act as a contact supervisor in support of family contact in a safe, welcoming and child friendly way**
- **To accurately record those contacts.**
- **To be prepared to challenge inappropriate behaviours.**
- **If necessary, give evidence in Family Courts.**

In December 2008, the Government published the 2020 Children and Young People's Workforce Strategy. This sets out the Government's vision that everyone who works with children and young people should be responsible for ensuring their safety and welfare. TAAS fully embraces this vision and staff should be able to demonstrate they are committed to be;

- **Ambitious** for every child and young person
- **Excellent** in their practice
- **Committed** to partnership and integrated working
- **Respected** and valued as professionals

KEY DUTIES

1. To carry out supervision of family contacts on a sessional basis in line with the scheme guidelines and training.
2. To support and assist in providing and facilitating a positive family contact
3. To demonstrate the ability to able to remain calm in potentially difficult / confrontational situations.
4. To ensure that safety of the child is maintained at all times
5. To keep Head Office informed of any problems

6. To complete the Contact Session Report form, ensuring that all relevant information is recorded accurately, clearly and concisely detailed observations of that contact.
7. To ensure that this is returned to the Head Office in the appropriate manner.
8. To attend continuous training sessions as appropriate (minimum of one each year).
9. To attend as appropriate divisional meetings of the company
10. To carry out the duties of a Contact Supervisor with regard to the Health and Safety requirements of the company
11. To carry out the duties of a Contact Supervisor as set out in scheme's guidelines, and with regard to the Code of Conduct.
12. TAAS is committed to Every Child Matters in the context of the 5 aims these are:-
 - Be healthy
 - Be safe
 - Enjoy and Achieve
 - Make a positive contribution
 - Achieve economic well-being

Applicants should demonstrate an understanding and commitment to these aims.

13. To actively ensure the Safeguarding and promote the welfare of the Child whilst undertaking their duties.
14. To have knowledge of Children Act & current legislation relevant to this post.
15. To working with children / families, some of which may have been subjected to or witnessed abuse.
16. To clearly demonstrate the ability to communicate effectively and engage with young people and their families
17. Show a clear commitment to Respect and value diversity

Supervised contact can be accommodated either on site or off.

At Diversity House we appreciate the sensitive role of the contact supervisor, the need for effective communication to enable contact between families to be safe and positive balanced with the need to record accurate and detailed observations of that contact.

The contact supervisor is the pivotal role in relaying any concerns immediately to line management-enabling issues to be dealt with immediately to ensure the welfare needs of the child/young person.

A detailed observational report is completed after each supervised contact session in line with the requirements of the commissioning local authority.

The course will look at:

The importance and purpose of keeping records

The main points of the Data Protection and Freedom of Information Acts

Differentiating between fact, assessment and opinion

or Describing behaviour accurately, avoiding the use of jargon

misleading opinion

Constructing a short report

Issues of Confidentiality

Access to records/retention periods