

	<p style="text-align: center;">JOB DESCRIPTION</p> <p>Job Title: Contact Worker</p> <p>Office: Children and Families Services</p> <p>Directorate: Children, families and adults</p> <p>Reports to: Assistant Manager – Contact Service</p> <p>Grade: 6/SO1</p> <p>Location: Contact Service</p>
	<p>Job Purpose:</p> <p>To provide structured interventions in supporting, supervising and assessing looked after children’s contact with parents, siblings and other family members enabling the needs of children and young people to be met.</p> <p>To ensure the local authority’s statutory responsibility to promote contact between a looked after child and their relatives or connected friends unless it is not reasonably practicable or consistent with his welfare is fulfilled.</p> <p>To act as an ‘agent of change’ within a family system, and support the activation of family members as their own agents of change, in all forms of contact.</p> <p>To foster relationships with children and families who have vulnerabilities but have limited capacity to change in order to support the management of risks and meeting of need.</p>
	<p>Principal Accountabilities</p> <p>1. Assessment, Planning and Review</p> <ul style="list-style-type: none"> • Engage with families and social work units to develop assessments of strengths and needs in relation to contact, including the development of a shared understanding with families of the above. • Utilise available specialist assessment tools (identified in the District Toolkit) to deepen understanding of specific issues and needs within families, informing the contact plans and child’s care plan accordingly.

- Develop Contact Plans in partnership with families, that address the needs identified in assessment, and that engage the family in the process of change.
- Ensure that Contact Plans reflect and utilise available community-based resources and services where this is appropriate to management of risk to achieve success and support sustainability of contact arrangements.
- Actively review progress made in relation to Contact Plans, at regular intervals (set out in practice standards).
- Ensure all work is recorded in accordance with organisational policies, enabling clear oversight of interventions and decision-making.
- When undertaking the Duty Role within the Service, additional tasks will include;
 - Managing incoming enquiries via telephone and email on a daily basis provide creative practical solutions to all enquiries resulting in supervised contacts running efficiently and effectively.
 - Support staff attending contacts and serve as a central location for units to share relevant information on each family case. Ensuring effective communication and knowledge sharing across units and staff.
- Maintain rotas and calendars with changes for the working week and serve as the link between service delivery and business support.
- Be responsible for maintaining family information and sharing with staff, whilst keeping managers informed of any concerning events, in a timely manner.

2. Intervention with families

- To deliver contact arrangements in line with Contact plans including the following as agreed with the Contact management team:
 - Making logistical arrangements for contact sessions, including providing or arranging transport for children
 - Ensuring that the venues where contact takes place are suitable to meet children's needs, including preparation and tidy up of venues before and after sessions, and provision of toys or facilities to allow positive contact to take place

	<ul style="list-style-type: none"> ○ Ensuring that the contact sessions are planned to meet the requirements of the children, and in line with any needs for further assessment of parenting capacity in agreement with the social work unit ○ Where necessary directly intervening in contact sessions to meet a child's needs if through professional judgement the immediate safety of a child requires it ○ Ensuring recording of sessions is timely, evidence-based and in accordance with CCC policies and any requirement to assess the quality of contact. <ul style="list-style-type: none"> • Work effectively with children and families using the contact service as part of the unit intervention by the District Safeguarding Team. • Deliver contact in a way that uses evidence-based methodologies and tools where appropriate. • Work creatively and with self-authorisation. • Ensure that the voice of the child(ren) is actively sought and is central to planning and decision-making within contact. Contribute to a child's life story. • Delivery of direct work outside of normal office hours where required. • Through intervention, promote and facilitate parental understanding of children's needs, and factors impacting on them. • Through intervention, encourage independence and self-reliance, and the utilisation of community based services. <p>3. Working with professionals</p> <ul style="list-style-type: none"> • Work effectively with professional and service networks around families, including contacts with community-based services (including schools), and with partner professionals. To act with professional generosity and as an agent for improving inter-professional relationships. • Work with primary carers of looked after children, including foster carers, kinship foster carers and residential settings to ensure that contact arrangements meet the needs of children • Enable referrals to specialist and other services for individuals within the families in accordance with relevant organisational protocols. • Support the smooth transition of families to and from the contact service through involvement in handover arrangements as appropriate.
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	<p>4. Other duties and responsibilities</p> <ul style="list-style-type: none"> • To prepare statements and records for use in court proceedings • To participate in meetings in an active and constructive way when required to do so. • To participate in individual supervision, clinical supervision, appraisal sessions and team meetings. • To maintain up to date knowledge and skills as required by the role. • To alert line manager of any significant changes or events which affect the implementation of the agreed plan or any issues which may impact upon the child's wellbeing including safeguarding concerns. • To maintain thorough and accurate case records in line with practice standards and guidance. • To undertake other duties and responsibilities appropriate to the salary grade and the overall purpose and principles of the Contact Worker role.
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	<p style="text-align: center;">PERSON SPECIFICATION Family Worker – Supervised Contact</p>
	<p>The following criteria are appropriate for this post.</p> <p>Education, Qualifications & Training</p> <p><u>Essential:</u></p> <ul style="list-style-type: none"> • 3 A Levels or equivalent • English and Maths GSCE at grade A-C or equivalent. <p><u>Desirable:</u></p> <ul style="list-style-type: none"> • Qualification in a Social Care related subject e.g. Health, social care, early years, adult education, education, working with parents. <p>Knowledge & Experience</p>

Essential:

- Proven experience of working directly with children and families
- Knowledge of child development and attachment and its influence on parent/child relationship in every stage of child's development
- Knowledge and awareness of the signs of abuse and neglect in children and young people
- Knowledge of good practice in contact and its impact on children's outcomes
- Understanding of child protection policies and procedures and the importance of safeguarding children, young people and vulnerable adults
- Experience of setting appropriate professional boundaries with families
- Experience of engaging parents in activities
- Knowledge and direct experience of developing and maintaining effective relationships with children and families
- Practical experience of working with families in a range of settings and venues
- Practical knowledge and experience of working with vulnerable families and being aware of any issues a practitioner may face while working with vulnerable families
- Experience of working with wider professionals or networks of support as part of an intervention for families
- Experience of assessment of family needs (e.g. via CAF, Early Help Assessment)

Desirable:

- Experience of working with families with complex needs who typically find it difficult to engage with services
- Experience of facilitating group work
- Knowledge of evidence-based parenting interventions (e.g. Triple P, Incredible Years)
- Experience of children's social care and safeguarding services
- Knowledge of community-based support services available for families and experience of successfully facilitating family engagement with them
- Experience in supporting families to make positive choices and changes to their lifestyles to improve children's outcomes
- Enhanced knowledge and expertise in any of the following areas: neglect, substance misuse, domestic violence and mental ill-health.
- Working knowledge of systemic practice

Skills & Attributes

Essential:

	<ul style="list-style-type: none"> • Able to work flexibly to meet demands of the service including some evening and weekend working, if required. To work flexibly in responding to the needs of families as they emerge. • Able to communicate effectively and concisely and with a range of different individuals and groups • Competent in the use of IT and presentation of information to meet the needs of the audiences • Able to effectively and appropriately influence other professionals • Ability to effectively plan and prioritise work load associated with case work • Ability to travel locally and countywide • Personal impact and the ability to engage and motivate resistant and hard to reach families • Ability to explore and understand the family's relationship to help and the family's history to effectively tailor the contact arrangements • Confidence and ability to work alone and with families in their own homes • Ability to support families to take responsibility for making changes through the use of coaching skills • Create, maintain and develop relationships with families and professionals and to maintain professional boundaries • Able to keep excellent records of work • Committed to anti-oppressive and anti-discriminatory practice • Effective verbal and written communication skills • Commitment to own Continuing Professional Development and the use of specialist/clinical supervision for own professional practice • Work to the relevant Cambridgeshire Behaviours <p><u>Desirable:</u></p> <ul style="list-style-type: none"> • Specialist skills relating to the assessment of, and intervention with needs relating to neglect, substance misuse, domestic violence and mental ill-health.