



Title CONTACT SUPPORT WORKER	Department Children, Families and Young People	Post Ref. JA0387
Job Purpose <p>Working as a member of the Contact Support Service, the post-holder is responsible for facilitating formal contact between children, young people aged 0-17 and their families. This will include; arranging, supervising and recording Contact sessions. The post-holder will be required to record information accurately and identify and report any safeguarding concerns. The post-holder may also occasionally be required to attend court to contribute evidence as part of care proceedings.</p> <p>The post holder will be required to work from different venues across the County and therefore must possess a full driving license and a suitable vehicle .</p> <p>The core working hours are 8.30am to 7.00pm and the post holder will be required to work within these hours and occasionally at weekends. The nature of the role requires the post-holder to be flexible and respond to the changing needs of the service, as required.</p> <p>Relevant training and opportunities for professional development will be provided to ensure that the post-holder is able to perform all the requirements of their role to an exceptionally high standard.</p>		
Key Responsibilities <ol style="list-style-type: none">1. To respond to requests to arrange or make changes to contact sessions quickly and efficiently.2. To organise transport/contact arrangements and undertake any routine communication/liaison tasks with service users, families and other professionals.3. To collect and escort children to and from a range of venues that will include; foster carers, school, children's centres, private nurseries, crèche and any other location, where necessary.4. To supervise contact arrangements between parents/carers and children/young people.5. To ensure that appropriate boundaries are established and maintained during contact, between the child, young person and	Key Accountabilities <ol style="list-style-type: none">1. To maintain a high degree of professionalism in all aspects of the role2. To achieve and maintain high standards of quality and efficiency in the services provided by Nottinghamshire County Council and the service.3. To develop and improve personal skills through attending relevant training and participation in relevant staff development processes.4. To facilitate the efficient and cost effective use of resources.5. To ensure confidentiality of information in respect of records maintained and tasks undertaken within County Council Policy and relevant legislation. This includes maintaining strict	

<p>family members, identifying where there has been any breach of the Contact Agreement.</p> <ol style="list-style-type: none"> 6. To record contact notes promptly, accurately and in accordance with relevant policies, procedure and guidance. 7. To immediately inform the Line Manager of significant events arising before, during or after contact including the reporting of any safeguarding concerns. 8. To attend and actively contribute to professional meetings, relating to children and young people. 9. To participate in the cleaning of play equipment & maintenance of the environment. 10. To provide appropriate guidance, advice and support to parents/carers, as required. 11. To work as part of a team and maintain effective working relationships. 	<p>confidentiality in relation to personal information (including that of service users and other employees) which may become known to the post-holder in the course of their work or associated activities.</p> <ol style="list-style-type: none"> 6. To contribute to a working environment which is safe, considerate and supportive to all. 7. To comply with relevant legislation, policy, procedure and guidance, including Health & Safety. 8. Demonstrate a commitment to and comply with the specific requirements and the spirit of the County Council Equal Opportunities Policy. This principle applies equally to all aspects of the role.
<p>The post holder will perform any duty or task that is appropriate for the role described</p>	

Person Specification

Education and Knowledge

1. GCSE passes at grade C or above in English and maths.
2. QCF – level 3 (previously NVQ Level 3) Social Care or Child Care or an equivalent qualification.-applicants may provide evidence of 'working towards' the qualification.
3. A thorough understanding of safeguarding and child protection issues and an ability to provide opinions and/or recognise any concerns which require the attention of the Social Worker/Team Manager.
4. An understanding of how to record information accurately and produce reports, as required.
5. An understanding of team work and how to work as part of a team and contribute to team meetings.
6. A good understanding of child development and attachment theories.
7. An awareness of what constitutes good parenting and an ability to demonstrate a good role model to parents/young people in this respect.
8. An understanding of a range of behaviour management strategies.
9. An awareness and adherence to the strict code of confidentiality involved in all aspects of the work of the County Council.

Experience

1. Applicants should possess a minimum of one year's experience of working with children and/or young people.

Personal skills and general competencies

1. Excellent organisational skills.
2. An ability to deal effectively with a range of tasks happening at the same time and prioritise appropriately.
3. Excellent communication skills and an ability to communicate appropriately with a range of professionals and families.
4. Puts into practice the Council's commitment to excellent customer care.
5. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.
6. Works well with colleagues but also able to work on their own initiative.
7. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration
8. A willingness to engage in any training relevant to the post.
9. A commitment to fair and non-discriminatory service delivery, regardless of: age, religion, race, culture, gender, disability or sexuality.
10. A warm and caring personality and ability to relate effectively and sensitively to children, young people, parents and carers.
11. A tolerant and non-judgmental attitude and a commitment to working in partnership.

Role Dimensions	

1. To work as part of the Contact Support Team
2. The post-holder will have no financial responsibilities.
3. The post-holder will not be responsible for managing staff

Please attach a structure chart

Date 1.4.2014