

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Contact Worker</b>
<b>Directorate &amp; Section/Unit:</b>	<b>Children's Services - Safeguarding &amp; Services to Children and Young People – Specialist Support Services</b>
<b>Salary Grade:</b>	<b>Scale 4</b>
<b>Reporting to:</b>	<b>Team Manager – Family Contact Service</b>
<b>Management Responsibility for:</b>	<b>No line management responsibilities</b>

### **Purpose of Job:**

### **Main Activities & Responsibilities:**

- To supervise contact between children and their families as part of an assessment, plan or review.
- To carry out direct work and support children and their parents and/or other relatives/carers as part of an assessment, plan or review.
- To encourage and empower parents/carers to take responsibility for meeting needs of their children.
- To work in partnership with other agencies as part of the 'team around the family'.
- To work flexibly based on the needs of children and families.
- To undertake work outside of normal office hours and at weekends.
- To work one weekend each month on a rota basis.
- Where necessary to provide transport to children to and from the contact venue when required.
- To provide accurate and timely records of each supervised contact
- Work closely with Safeguarding Children and Families Social Workers as part of agreed plans for children.
- To comply with Worcestershire County Council Safeguarding policies and procedures and keep written records and produce reports.

### **Generic Accountabilities:**

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training.
- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy.

- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy.

### **Contacts:**

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Colleagues and more senior staff within the Children's Services, the Safeguarding Services and Children's Services Directorate and other directorates within the council.

External: Service users, carers and colleagues and more senior staff from other agencies, e.g. Health Visitors, School Nurses, General Practitioners, Paediatricians, Teachers, Probation Officers, Agency Managers.

### **Additional Information:**

- The Council reserves the right to alter the content of this job description, after consultation, to reflect changes to the job or services provided, without altering the general character or level of responsibility.
- Reasonable adjustments will be considered as required by the Equality Act.
- Contact Workers will not be expected to take any decisions affecting the liberty of service users, the removal of an individual from home or legal action of any kind.

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**Date of grading confirmation:**

March 2013

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