

PERSON SPECIFICATION

Job Title:	Contact Worker
Directorate & Section/Unit:	Children's Services - Safeguarding & Services to Children and Young People – Specialist Support Services
Salary Grade:	Scale 4

EXPERIENCE:

It is **essential** that the post holder has:

- Considerable experience of working with children and families.
- Demonstrable experience working to improve outcomes for children.
- Demonstrable experience working alongside partner agencies.

KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- An understanding of Child Development.
- An understanding relevant legislation related to working with children and families.
- Good observational skills.
- Ability to undertake and articulate assessments of the circumstances in a family.
- Ability to work on own initiative.
- Ability to work flexibly.
- Ability to write reports and letters.
- Ability to work in a range of settings.
- Ability to manage the responsibility for own Health & Safety and capacity with regard to some working/out of hours work.
- Information technology skills.
- Willingness to work in a changing environment
- Willingness to contribute to continuous service improvement

It is **desirable** that the post holder has:

- Knowledge of Child Protection Procedures.
- Knowledge of delivery of parenting skills with adults and their children.
- A knowledge of Microsoft 'Outlook' and 'Framework-i' or other electronic casework system.

QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

- Level 2 education qualification or equivalent experience.

It is **desirable** that the post holder has:

- NVQ3 or equivalent in Childcare, Social Work, or other relevant discipline.
- First Aid Training.
- Knowledge of equality and diversity.

ADDITIONAL INFORMATION:

It is **essential** that the post holder has:

- Ability to travel throughout the County.
- Commitment to equal opportunities.
- Ability to undertake work outside of normal office hours and at weekends.
- Ability to work one weekend each month on a rota basis.

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