

Job Description

Job title:	Contact Supervisor
Location:	Central London Family Court, High Holborn.
Reports to:	Manager
Hours:	1 day per week (7 hours) on Mondays but with some flexibility to work different and additional days according to the needs of the service.
Salary:	£6,820.60 per annum (based on full time equivalent of £34,103)
Contract:	Permanent
Leave:	Pro rata based on full time of 30 days per annum plus bank holidays
Pension:	5% employer contribution

Background

RCJ Advice - Citizens Advice & Law Centre is a unique, independent charity, based out of the Royal Courts of Justice and the Central London Family Court, providing a number of local and national services.

Our supervised and supported child contact centre, Time Together, is based in a unique space within the Central London Family Court on High Holborn. Time Together receives referrals from Judges, Magistrates as well as self-referrals for child contact, and operates during court hours from 10am – 4pm on a Monday and Wednesday.

The purpose of the role is to:

- Contribute to the work undertaken by the centre by providing the supervision, assessment and recording of child contact within Time Together with an awareness of the safeguarding of children.
- Work in cooperation with the RCJ Advice Family Legal Advice Team.

Key Responsibilities

Service Delivery

- Carry out duties as directed by the service and in accordance with the services policies and procedures.
- Provide support to and work cooperatively with staff and volunteers of Time Together
- Plan and provide child centered supervision of children's contact with parents, family, friends and guardians, working with court orders and referring agencies contact decisions and requests.
- Provide concise, relevant and accurate recording of contact sessions within the required timeline and in line with internal policy and procedural guidance
- Undertake assessments of child and family contact for court proceedings and where required prepare and present to the court.
- Possess an awareness of the Child Contact Centre's and NACCC's policies in relation to the relevant standards for supervised and supported contact and be sure the Child Contact Centre operates in a way, which takes account of these policies.
- Communicate and engage with service users to enhance the opportunities available to them to achieve their potential.
- Ensure at all times that the child/young person's safety and well-being are paramount
- Immediately report to the Head of Contact any concerns of a child protection nature in accordance with policy and procedure that may require the termination of contact.

Professional Development

- Attend regular staff meetings/team meetings as required
- Participate in training and supervision opportunities to ensure the development of your own practice.

Social Policy and Monitoring

- Assist with social policy work by gathering information about client's circumstances through the appropriate channel when required.
- Contribute to the gathering of statistical information in order to complete the RCJ Advice and NACCC quarterly statistical returns.

Administration

- Take responsibility for carrying out Health and Safety procedure as it applies to self, other staff and service users.

- Ensure that the requirements of the complaints procedure are complied with and if appropriate, assist with complaint enquiries.
- Ensure practice and procedures are GDPR compliant

Other duties and responsibilities

- Demonstrate commitment to the aims and policies of the RCJ Advice service and NACCC.

Person specification

Qualifications & experience

- Formal qualification – Minimum NVQ Level 3 in Child Care, Health or Social Care or equivalent
- GCSE Maths and English grade C or above
- 3 years' experience of working with children or caring for children within a statutory setting

Knowledge & Skills

- Awareness of child protection issues and safeguarding
- Experience of working within relevant quality standards including OFSTED or child protection policies
- Knowledge and awareness of issues affecting separated families
- Ability to communicate effectively with a wide range of people, particularly if they are angry or upset
- Good recording and report writing skills
- Ability to use IT in the provision of reports
- Ability and willingness to work as part of a team.
- Ability to work flexibly in accordance with the needs of the role
- Understanding of and commitment to the aims and principles of the RCJ Advice service and its equal opportunities policies.

Attributes

- Committed to the concept and work of Child Contact Centres.
- Ability to demonstrate the following qualities
 - Impartiality.
 - Confidentiality and data security.
 - Reliability.