

A.A. AGENCY Ltd
LIME HOUSE CHILDREN'S CONTACT CENTRE

JOB DESCRIPTION

POST TITLE: Contact Workers

SECTION: Lime House Children's Contact Centre

GRADE: Sessional Basis (£8.00 to £10.00 per hour)

LOCATION: Lime House Children's Contact Centre
595/597 Commercial Road
LONDON E1 0HJ

RESPONSIBLE TO: Manager

PURPOSE OF THE JOB/POST:

- To supervise contact between looked after children and their parents/carers/siblings as directed by the SWs/Court or the child's care plan.
- To write reports on such contact for social workers or managers as required.
- To present evidence to courts, both written and verbal, about contact between children and their parents/carers/siblings as required.
- To bring to the attention of social workers or their managers any concerns relating to the quality or contact that takes place.
- To take children to pre-arranged contact as required and as necessary.
- To ensure that children are kept safe and happy during contact and that parents/carers/siblings are aware of appropriate standards of behavior during the contact.

DUTIES AND RESPONSIBILITIES:

- To take children to and from pre-arranged contact as required ensuring that they arrive on time and that sessions do not overrun.
- To ensure that children are safe and happy during contact and that any untoward behavior or action is taken up at the time to ensure the child/ren's well being.
- To liaise with parents/carers/siblings in the event that a contact session has to be cancelled or re-arranged.
- To report to the allocated social worker and the Agency how contact sessions went and to report immediately any concerns arising from a session.

- To prepare reports on contact between children and their parents/carers/siblings as required, noting the effects on the children, the behavior of both the children and the adults involved etc, **within agreed standards and time scales.**
- To prepare reports on contact about the quantity and quality of contact sessions as required and to agreed standards and time scales.
- To ensure that the current carers of the child/ren are aware how contact went and whether there were any significant factors, which may affect the child/rens behavior and emotional state.
- To inform contribute to practice guidance and policies/procedures of the Agency in conjunction with others as required.
- To work alongside other professionals as required in order to promote, the welfare and safety of children.
- To contribute to the Agency's knowledge about best practice during contact, thus promoting best outcomes for children.
- Ability to develop and maintain positive relationships with the Social Workers and other professionals assessing the children.
- Ability to work sympathetically and supportively with the child/ren and their birth parents where adoption is the plan and where contact is being reduced/terminated.
- Ability to work within an inner city, ethnically diverse and economically disadvantaged area.
- Ability to develop and maintain positive working relationships with the parents and carers of children using the service, observing appropriate professional boundaries and ensuring that they are aware that inappropriate behavior will be reported immediately.
- Ability to write reports / notes regarding contact sessions within agreed time scales and to agreed standards.
- An ability to work with children from black and visible minority backgrounds, ensuring that the service, they receive recognizes the discrimination and disadvantages inherent within society and organizations and which disproportionately affect them.
- Ability to organise time and workloads and to prioritize tasks appropriately.
- Ability to work under pressure and to competing demands.
- Ability to work as part of a team but to also work on own initiative.
- Ability to contribute to reports about the provision of contact in general, as required, and in conjunction with the line manager and other staff.
- To attend evening contact sessions and on weekends as required and in discussion with manager and to occasionally work unsociable hours.
- To undertake any duty as required, commensurate with the level and grade of the post.