

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation: **Contact & Outreach worker** Grade: **SC 4**
Reports to (Designation): **Contact & FGC Coordinator** Grade: **PO1**
Directorate: **Children's and Young People's Division** Section: **Meliot Family Centre**

Main Purpose of the job:

To provide supervised contact between children and their parents and/or other relatives where court orders or other circumstances make this necessary ensuring that the contact supervision promotes the welfare of and safeguards children and their families.

To provide practical support, advice and guidance to children and families with a wide range of complex and often challenging needs.

To provide intervention with children and families that will increase parenting skills, improve quality of contact and foster positive outcomes for children.

Summary of Responsibilities and Personal Duties:

1. To supervise contact of children and families, make observations and maintain records as required.
2. To support children in their contact with their parents where trust may have broken down or communication is difficult.
3. To ensure the physical safety and emotional well-being of children in an observed contact setting.
4. To support children and young people to manage their expectations of contact and its impact on them.
5. To play a part in the rehabilitation of children to their families and community and avoid the need for children to be looked after.
6. To participate in the risk assessment of families attending the centre for contact and where rehabilitation is proposed.
7. To hold a caseload of a designated number of children and families to offer continuity in their contact.
8. To work in partnership and contribute to a multi-agency approach to working with children and families to ensure that identified needs are met.
9. To handle complex family dynamics in a sensitive and appropriate way.
10. To take into consideration the differing needs of children and families and adapt interventions and support as necessary.
11. To advise and support parents/carers in undertaking childcare responsibilities and respond sensitively to any emotional and personal issues arising for them.

12. To maintain accurate and relevant records through appropriate use of IT and deal with correspondence in accordance with departmental procedures.
13. To contribute to the collection and collation of management information.
14. To undertake home visits to children, families and carers, subject to appropriate risk assessment and in line with the Lone Working policy.
15. To provide relevant information and contribute to case planning as required. These cases may include Children Looked After, children subject to care proceedings and Children in Need.
16. In relation to supervised contact to be aware of court procedures and recording standards as specific work undertaken can be used in court proceedings.
17. In relation to supervised contact to provide appropriate contact reports.
18. To contribute with the whole team in ensuring that service users are not discriminated against in the access to services and receive services that are appropriate to their needs.
19. To take responsibility for one's own and colleagues' welfare by ensuring that team members are not knowingly exposed to risk.
20. To share good practice with colleagues and partner agencies.
21. To have a good working knowledge of statutory processes, taking responsibility for one's own learning and professional development by keeping up to date with procedures affecting work with children and families, and in particular relevant Child Protection Procedures.
22. To contribute to providing a welcoming environment for all service users that reflects their individual needs, culture and local community.
23. To work within the framework of the requirements of the Health & Safety at Work Act.

Equal Opportunities

Carry out the functions and responsibilities of the post with due regard to the Council's Equal Opportunities Policy. Participate in the development of services to meet the needs of the multi-racial community, ensuring the continuing appraisal of anti-racial and anti-sexist policies and procedures.

Disabilities

Consideration will be given to restructuring this job to meet the needs of a disabled candidate or post holder.

Internal Contacts - These include:

- All Services within Children and Families Division.
- Service working with parents/carers.
- Other departments within the Council.

External Contacts - This will include:

- Representatives of all agencies involved with children and families.
- Members of the public.
- Service Users

Other Duties

Undertake other duties as required by management, commensurate with the post.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

Assist in carrying out the Council's environmental policy within the day to day activities of the post.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET
THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff:

| Title: | Grade | No of posts |
|--------|-------|-------------|
|--------|-------|-------------|

Number of partially managed staff:

| Title: | Grade | No of posts |
|--------|-------|-------------|
|--------|-------|-------------|

PERSON SPECIFICATION

JOB TITLE: Contact & Outreach worker

POST NO:

DEPARTMENT: Meliot Centre

GRADE: Sc4

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity

Awareness of and a commitment to Equality of Access and Opportunity in a diverse Community. **S**

Understanding of how equality and diversity relates to this post. **S**

Knowledge

A knowledge of working using evidence based approaches

Knowledge of child development and good childcare practice **S**

An understanding of Health and Safety issues in relation to children and their parents/carers.

Knowledge of the range of universal services used by children and families.

Knowledge of the role of social workers and an understanding of why families may need Children Services' assistance. **S**

Knowledge of issues for ethnic and minority groups living in a multi-racial society.

Knowledge of the causes and consequences of child abuse and neglect. **S**

Knowledge of the childcare legislation with particular reference to family support provision to children in need and child protection.

Aptitude

Ability to relate to children and their parents

Ability to manage complex family dynamics in a sensitive and appropriate style.

Ability to work as part of a team, with colleagues, other professionals, carers & young people.

Able to work flexible and/or unsocial hours both planned and at short notice, where appropriate.

Ability to travel as required

Ability to recognise stressful situations for parents/carers and children.

Ability to form relationships with children, young people and parents/carers.

To work within agreed procedures for children in need, including child protection procedures.

Ability to organize own work load, prioritise and plan.

Ability to use IT

Ability to organise own work load, prioritise & plan

Ability to make use of supervision professionally and effectively

Ability to form relationships with children, young people and parents/carers

Skills

(Skills can only be used as shortlisting criteria if the skill is to be tested) = (To Be Tested – S)

Good observational skills **(S)**

To communicate effectively with members of the public, other agencies, children and their parents/carers

Good standard of literacy

To problem solve and demonstrate creative and innovative approaches

Ability to observe and assess on the quality of interaction between parents and children

Interviewing skills

Report writing Skills **(S)**

Experience

Direct experience of working with children & families.

S

Direct experience of caring for and/or being involved with the care of children

Experience of working in a multi-racial community and/or knowledge of various cultural needs.

Experience as working as part of a team.

Experience of observation and record keeping and producing written reports.

S

Involving parents/carers in their child's development plans.

Experience of working in partnership with other agencies.

Experience of report writing and correspondence for a range of readership.

S

Experienced in use of management information systems (including IT and personal computer).

Experience of working with children and adults with additional needs, mental health and disabilities.

Experience of observing and assessing the quality of interaction between parents and children.

Experienced in record keeping & producing written reports

General Education

Level 2 including English and Maths

NVQ2/QCF Level 2 Health and Social Care or equivalent by experience

Good standard of general education

Personal Qualities

To contribute to a warm and caring environment where children feel secure.

To create and maintain effective relationships with children and parents/carers.

To work as part of a team and on own initiative.

Patience.

Self-motivation.

Excellent interpersonal skills.

Flexible.

Circumstances

Ability to work some evenings and weekends on occasion. **S**

Ability to work alone. **S**

All employees are required to;

- **Participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.**
- **Carry out the duties of the post with due regard to the Council’s Dignity at Work Policy and core values.**
- **All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.**
- **Assist in carrying out the Council's environmental policy within the day to day activities of the post.**
- **Undertake other duties, commensurate with the grade, as may reasonably be required.**
- **Treat all information acquired through employment, both formally and informally, in strict confidence.**
- **Commitment to the Council’s Equal Opportunities Policy and Acceptance of their responsibility for its practical application.**

DBS Disclosure Required? **No** **Basic** **Enhanced**

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post