**CONTACT CENTRE SUPERVISOR**

**Job Description**

**Job Title:** Supervised Contact Centre Supervisor *(part-time position)*

**Service:** Supervised Contact Centre

**Location:** Lower Broadheath, Worcester

**Responsible to:** Contact Centre Manager

**Summary of Job:**

The Granary Family Contact Centre is looking to recruit open-minded, empathetic and flexing Contact Centre supervisors to unobtrusively observe contact between children and their non-resident parents and/or family members.

Your role will include ensuring that contact with the children is safe, positive and fun for the child. The contact sessions are held at our purpose-built centre. You will be required to compose a report on all visits attended including observations made, and these reports are provided to the non-resident parent, resident parent and/or Local Authority. You are also required to escalate any concerns to the Contact Centre Coordinator.

As a contact supervisor, you will act as a chaperone for the duration of the pre-arranged contact session between a child and their family member.

**Requirements:**

* NVQ Level 3 in children and families or a related field
* Current driving licence and access to a car
* Afternoon, evening and weekend availability
* An understanding of child protection and safeguarding advantageous
* Experience working with children and families advantageous
* *This role will require an Enhanced DBS to be carried out upon a successful application which will be funded by the Granary Family Contact Centre*

**A Contact Supervisor will:**

* Have a detailed knowledge and understanding of child development
* Be able to understand if a situation is escalating and will be able to step in to effectively safeguard the child or young person
* Be able to work with challenging and difficult families and have an ability to put people at ease
* Be able to analyse and deal with the behaviours of the families they are working with
* Be able to use different approaches to meet the diverse needs of families who will access the service
* A non-judgmental attitude
* A desire to work with vulnerable children and families
* Good writing skills
* Flexible

**Training:**

The following training will be supplied to each successful candidate as standard with further training also as the role progresses:

* Attachment Training
* Safeguarding Children
* Emergency First Aid at Work with Basic Paediatric
* Health and Safety in the workplace
* Child Mental Health
* Domestic Abuse
* De-escilation/conflict management

**If you have any further questions or would like further details, please don’t hesitate to contact The Granary Family Contact Centre Coordinator, Chloe Baker on:**

**Email:** [**familycontact@gpslimited.org**](mailto:familycontact@gpslimited.org)

**or**

**Telephone: 01905 797139**

**Or to apply; please complete the below application form.**

**Application for Employment**

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| **Personal Details** | | |
| First Name | Other Names | Surname |
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| Home Address |  | |
| Telephone Number |  | |
| Email Address |  | |

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| **Employment History** | | | | |
| Start Date | End Date | Job Role | Employer | Brief Description of Role |
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| **Employment History** |
| Please tell us about any gaps in employment |
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| **Employment & Skills** |
| Please tell more about any roles that you have listed above that you think have provided you with skills or experience relevant to this role |
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| **Educational History & Qualifications** | | | |
| Qualification & Date Obtained | Level of Qualification  Ms, Ba, Nvq, Dip, GCSE, A-Level | Grade Achieved | Educational Establishment |
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| **Education** |
| Please use this space to tell us about any qualifications that you have achieved or are working toward that you think offer you the expertise relevant to this role |
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| **References** | | | | |
| We require 2 written references. We will call the authors of these to confirm authenticity. Ideally you will be able to provide 2 professional references. Where this is not the case, please contact us to discuss the support we can offer | | | | |
| Reference 1 | | | | |
| Name | Job Role | Employer | Phone Number | Email Address |
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| Can we contact this person prior to interview? | | | Yes | No |
|  |  |
| Reference 2 | | | | |
| Name | Job Role | Employer | Phone Number | Email Address |
|  |  |  |  |  |
| Can we contact this person prior to interview? | | | Yes | No |
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| **Your Motivation** |
| Please tell us why you want to work with us |
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| **Pre-Employment Checks** |
| This role includes working with vulnerable children and families. To ensure their safety there are a variety of checks that will be undertaken as part of this process  One of these checks will include a DBS Check. This check will share information with us about relevant convictions, cautions or reprimands. Having a conviction does not necessarily disqualify you for employment  Please use the space below to tell us about any convictions, cautions or reprimands |
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| **Statement of Fact** | | |
| If it came to light that any of the information submitted in this form was untrue, dishonest, incomplete, or misleading this may prevent us being able to offer employment or taking disciplinary action post-employment  Please sign below to confirm that all the information in the application is accurate | | |
| Name | Date | Signature |
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