

Grading

Job Description and Employee Specification

<p><u>Job title:</u> Senior Support Officer (Contact)</p>	<p><u>Service area:</u> Children & Families</p>
<p><u>Post number:</u> PESS1341</p>	<p><u>Division:</u> CIC and Courts</p>
<p><u>Grade:</u> 9</p>	<p><u>Section/team:</u> Support Officer Team</p>
<p><u>Overall purpose of job:</u></p> <p>To provide a range of support services to meet the needs of children and young people, as directed by more senior staff, within the context of contact between children and their families. Assist with the effort to safeguard children, support families to care for their own children or provide permanent family solutions when this is not possible.</p> <p>The post holder will take responsibility for overseeing, coordinating and facilitating contact arrangements between children and their families.</p>	
<p>Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.</p>	
<p><u>Main responsibilities:</u></p> <ol style="list-style-type: none"> 1. Develops and maintains a structured rota to cover all needs of the service, including ad hoc interventions in addition to planned contacts. 2. Uses a variety of agreed interventions, works directly with children, young people and their families/carers, to progress decision-making in respect of those children and young people and has oversight of support officers facilitating contact between children and their families. 3. Takes responsibility for service planning and report writing, specifically in relation to contact arrangements between children and their families. Attends Court, Case Conferences, Reviews, Core Groups and other planning and review meetings as required, and chairing meetings as necessary. 4. Under supervision, acts as a designated worker in respect of individual clients. Works in partnership with other departmental staff/agencies to promote welfare of the child/young person/family. Liaising with other departments, including transport and the fostering service, to ensure children are kept safe and arrive safely and in a timely manner for any arranged contact 	

Grading

Job Description and Employee Specification

5. Participates in formal and informal links with appropriate professionals and other agencies including statutory voluntary and community groups. Where necessary, managing and formally responding to complaints from those accessing the service.
6. Participates in staff training and development as required and assists in a variety of tasks i.e staff training, development of quality assurance through checking relevant systems, Health and Safety and Budgets.
7. Completes routine case administration e.g. updating case records, dealing with correspondence and making referrals to other agencies and departments.
8. Maintains an up-to-date knowledge and understanding of relevant government policy, North Lincolnshire Council policies and national initiatives.
9. Utilises self-evaluation processes informed by Ofsted's evaluation criteria to ensure all services are judged good or better in forthcoming inspections. Works to policies procedures protocols and agreed multi agency pathways.
10. Complete ongoing employee supervision and appraisals where required. Undertakes supervisions ensuring that they are completed on a monthly basis.
11. Ensures staff are recruited effectively and takes responsibility for maintaining up to date effective staffing information including annual leave, sickness absence and mileage.
12. Asses clients' needs where required by making visits/overseeing contact between children and their families and to individual clients/carers. Prepare, implement and review programmes of work in partnership with individual clients/families and other professionals.
13. Ensures that venues are suitable for family contact and are suitably maintained and furnished.

Grading

Job Description and Employee Specification

Knowledge, skills and experience:

- Experience of engaging and working in partnership with children, young people and their families.
- Experience of dealing with complex and contentious issues between families within contact
- Experience of managing conflicting priorities and emergency situations within contact and supervision sessions with families
- An ability to maintain accurate records
- Knowledge of basic entitlements e.g. welfare benefits, housing, and education.
- Knowledge of child protection and children in need frameworks and procedures.
- An ability to work as part of a team or independently, usually, but not exclusively, in line with an agreed plan
- Knowledge of national regulations and standards appropriate to the area of work.
- Evidence of learning to a minimum of NVQ 3, NNEB, BTEC in childcare or to degree level study and continual professional development.
- Detailed knowledge and understanding of legislation, local authority policies and procedures and national/local initiatives.
- Experience and knowledge of family dynamics and child development including safeguarding and offering intensive support to families.
- Experience and knowledge of using evidence based interventions
- The ability to chair meetings, write, present (including ICT) and speak to reports.
- Good communication and interpersonal skills.
- Ability to manage changing situations including crisis management.
- Good observational/assessment and recording skills with the ability to maintain confidentiality at all times.
- Time management and organizational skills incorporating the analysis and interpretation of information to support service delivery
- Experience of managing staff

Creativity and innovation:

- Ongoing management of contact arrangements between children and their families.
- Exploring and enabling creative ways of engaging children and young people and their families in carrying out plans.
- Contributes creatively to ideas for improving the quality of work that is carried out by self and others.
- Adopts a problem solving solution seeking ethos

Job Description and Employee Specification

- Maintains a focus on performance management and ensures creative solutions are sought to enable staff to develop and improve within their role
- Plan, organise and evaluate the delivery of contact in a variety of settings, using creative solutions to engage the hard to engage families
- Identify and implement creative solutions when other services are required
- Identifying team and individual training and development needs, and promoting these to ensure support officers access up to date training and knowledge, using creative ways to ensure all learning styles are met

Contacts and relationships:

- Contact sessions with families will involve complex and contentious issues on a weekly basis
- Consults with the line manager and team on a daily basis
- Consults with the Service Managers if required.
- Consults with and works alongside Social Workers and other colleagues in terms of preparing, implementing, reviewing and evaluating intervention with children and young people on a daily basis.
- Contact with young people, children, parents/carers and significant others in completing the package of work, by providing and developing a comprehensive support package, on a daily basis.
- Inter-agency liaison for completing the work, assessing services and working groups on a weekly basis.
- Liaison with other professionals and agencies to facilitate contact arrangements - including transport and premises arrangements

Decision making:

- The post holder will normally be working to an agreed plan and set of objectives within which decisions are to be made. Decisions by the post holder will normally have impact on individuals rather than for the service as a whole.
- Day-to-day decision making in relation to the allocation of work with children, young people and families and core tasks for the team
- Make decisions on the most appropriate action to take in relation to child concern and child protection referrals.
- Makes decisions on how to manage complex cases that support officers supervise, for example challenging behaviour within contact sessions, and advise to Social Worker accordingly

Responsibility for resources:

Job Description and Employee Specification

Responsible for the safekeeping and operation of the Dunstall Street Centre, ensuring all statutory building requirements are completed.

This includes:

Health and safety procedures and risk assessments

Statutory building compliance and associated reporting on a regular basis

Call out responsibility

WORK ENVIRONMENT

Work demands:

- Hours of work are dependent on the needs of the service; working hours could include working in between Monday to Sunday 9am - 9pm.
- Routine is interrupted when responding to young people and families in crisis to prevent family or placement breakdown.
- There are fixed deadlines for plans and reports but routine is interrupted at short notice by deadlines for reports or other pieces of written work, these can include performance reports and child specific reports requested by the Social Worker.
- There are deadlines for plans and/or reports in line with e.g. assessment framework and court deadlines
- Responses are needed to unplanned operational events and crisis outside of the team, within case management, such as planned/unplanned requests for support and/or contact arrangements

Physical demands:

- Using keyboard and computer work
- Driving to appointments to cover the whole of the North Lincolnshire area.
- Some lifting of light items may be required eg car seats when transporting children

Working conditions:

- Most work will be carried out indoors, either within an office environment, a contact venue or within the homes of carers and families. Some homebased conditions may be disagreeable.
- Some work (e.g. supervision of contact with children) may be carried out outdoors e.g. taking the children to the park.

Work context:

- The post holder may encounter challenging behaviour from parents and carers and vounQ people. These may include violence, threats and verbal

Job Description and Employee Specification

abuse

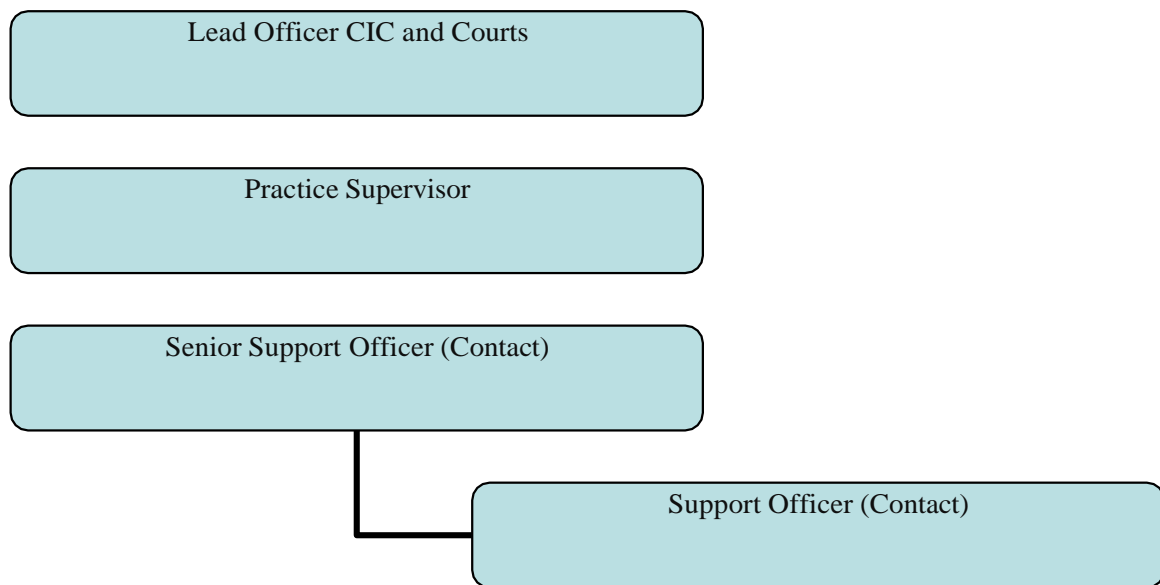
- Occasionally working with families with high levels of conflict is physically and emotionally demanding.

Position in organisation:

Indicate how many staff the post is directly accountable for: **14**

Are posts in more than one location? **No**

Is the supervision/management shared with another post in the structure? **No**



ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
<ul style="list-style-type: none"> • Experience of engaging and working in partnership with children, young people and their families. • Experience of dealing with complex and contentious issues between families • Knowledge of basic entitlements e.g. welfare benefits, housing, and education. • Knowledge of child protection and children in need framework and procedures. • Experience and knowledge of family dynamics and child development including safeguarding and offering intensive support to families. • Experience and knowledge of using evidence based interventions • Good observational/assessment and recording skills with the ability to maintain confidentiality at all times. • The ability to chair meetings, write, present (including ICT) and speak to reports • Time management and organizational skills incorporating the analysis and interpretation of information to support service delivery • Experience of managing staff 	
Education, Training and Qualifications	Original documents
<ul style="list-style-type: none"> • Evidence of learning to a minimum of NVQ 3, NNEB, BTEC in childcare or to degree level study and continual professional development 	
Working Arrangements	Interview
<ul style="list-style-type: none"> • Hours of work are dependent on the needs of the service; working hours could include working in between Monday to Sunday 9am - 9pm. • Able to transport themselves effectively across North Lincolnshire at all times. 	

THE POST IS SUBJECT TO:
Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974
Yes
Political restriction
No
The ability to speak fluent English under the Immigration Act 2016
Yes