

Person specification

**Company name:** Support & Supervised Family Contact Centre

**Job title:** Peripatetic Contact Supervisor- Bank Staff 0 hours Contract

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| **Criteria** | **Essential** | **Desirable** |
| **Qualifications** | • GCSE Maths and English (Grade c) required and/or NVQ Level 2 or equivalent. • Knowledge and understanding of Safeguarding. Training will be provided | •Educated to level 3 or above with a recognised professional qualification in social work, health, childcare & development, education or equivalent.,  |
| **Skills/competencies** | •Be prepared to travel to and from venues and transport children when necessary.• Ability to remain objective and adopt a calm approach -influence with distressed children and /or parents• Good observational and analytical skills • Ability to work individually with family groups and recognise the potential for conflicting situations to arise and manage appropriately • Ability to communicate effectively both verbally and in written format with service users and other professionals  | •Understanding of current childcare legislation•Understanding of the family Court system both in private and public family law proceedings.  |
| **Knowledge** | • Knowledge and understanding of good customer care practices • Understanding of core child development and appropriate behaviours• Evidence of a commitment to continuing learning and professional development |  |
| **Previous experience** | • Experience of working with members of the public in face-to-face situations • Experience of direct working with children/young people and their families. |  |
| EQUALITY | • Candidates must demonstrate understanding of acceptance and commitment to the principals underlying equal opportunities. |  |
| **Personal qualities****(For example, self-motivation)** | • **Available to work evenings and weekends as required**  • Current driving licence and access to a vehicle for work including Business insurance. | • Ability to be adaptable and resourceful when required, working with families can at times be unpredictable. |

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**Welland Workspace**, **Business & Training Centre**

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