

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. |

**Support & Supervised Family Contact Centre Ltd:** 11468241

**Phone:** 07968448732 – 01406 371041

**Email:** [ssfamily.cc@gmail.com](mailto:ssfamily.cc@gmail.com)

**Website:** [ssfamilycc.com](file:///C:\AppData\Roaming\Microsoft\Word\ssfamilycc.com)

[**NACCC Accredited-1665/2**](https://naccc.org.uk/)

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

**Office number 15 &16**

10 Pinchbeck Road, Spalding, Lincolnshire, PE11 1QD

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