



**Manchester City Council
Role Profile**

**Family Contact Worker, Grade 4
Family Contact Service
Children's Services
Reports to: Team Coordinator**

Key Role Descriptors:

The role holder will facilitate, supervise and observe Contact including setting up Contact arrangements and providing support and advice to children and parents where necessary.

The role holder will be responsible for undertaking observation and assessment of Supervised Contact visits in accordance with agreed plan. They will contribute to the continuing assessment of children and families in needs and at risk of harm as part of the Contact visit.

The role holder will be responsible for providing information on and accurately record Contacts as necessary. They will monitor the review action plan as agreed with the Social Worker.

Key Role Accountabilities:

Demonstrate a clear understanding of Child Protection procedures and principles and MCC social work procedures relating to court proceedings.

Contribute to the assessment of a child and family's needs using the recognised Assessment Framework.

Be accountable for dealing with all aspects of a Contact visit, including ensuring that Contacts take place to the agreed plan and working with the families to resolve any behavioural and emotional issues that may arise from Contact.

Ensure that the Child's Contact Record is complete with sufficient information and accuracy for the team around the child to use effectively and that any action plans are monitored and any issues raised to the appropriate authority.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.



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Where the role holder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.



Family Contact Worker – Key Competencies and Technical Requirements

Behavioural Competencies

- **Teamwork** – Working together helps deliver the best outcomes.
- **Customer Service** – Putting customers at the heart of what we do.
- **Delivery** – Delivery of high quality services is at the heart of what we do.
- **Change** – Improving services and making the most of resources.
- **Pride in Manchester** – Demonstrating pride in our city.

Generic Skills

Communication Skills

Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.

Planning & Organising

Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.

Problem Solving & Decision making

Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.

Administrative Skills

Ability to arrange and service complex meetings, preparing information, taking detailed notes and producing minutes from a wide range of meetings.

Technical requirements (Role Specific)

- Good understanding of Child development & experience of working with children & their families
- General understanding of child protection procedures and principles and MCC social work procedures relating to court proceedings.
- Understanding of The Assessment Framework and how their role will contribute to assessments completed under this Framework.
- Willingness to apply for an enhanced CRB check.
- Current driving licence and use of a vehicle