

Kent County Council

Job Description: Contact Co-ordinator

Directorate	Children, Young People and Education
Unit/Section	SCS – CSS
Grade	KR8
Responsible to	Service Manager

Job Purpose

Co-ordinate a seamless service which ensures that, in line with court decisions, children and appropriate adults have the opportunity to meet and interact in suitable settings; and that the Contact arrangements are carried out in line with KCC policies and procedures. Provide Service Manager and Team Managers in delivering an effective and high quality service provision to the children and families that are engaged with the Children and Young People's Service.

Accountabilities

- Provide day to day line management of the Service to ensure that a prompt, efficient and consistent Contact Service is provided to families ensuring that all levels of service are met within agreed standards and support the delivery of the young person's plan.
- Recruit, induct and develop Contact Workers, identifying and arranging training and motivation through day to day support. Offer advice through high quality supervision to Contact Workers ensuring that the team is capable of fulfilling the demands of the service.
- Develop monitoring and reporting systems including the production of regular contact activity, themes and analysis reports for the Service Manager in order to identify areas of service improvement and development.
- Monitor and quality assure Contact undertaken by the Contact Workers and ensure that case recording is of a high standard, within timescale and that they are meeting relevant policies and legislation.
- To line manage social work assistants in the children and young person service (Contact service)
- Develop and maintain effective working within the service to ensure that the service meets its statutory obligations including disability discrimination, equality and diversity to provide an anti-discriminatory practice.
- Participate in countywide and local groups and workshops for the purpose of enabling effective communication channels for the movement of information and the development of services.
- Act as a resource to ensure implementation of safeguards relating to the health and safety of the children and families, the workers and the buildings and ensure that they are in line with KCC Health and Safety guidelines.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: Contact Co-ordinator

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

Qualifications	NVQ3 Caring for Children and Young People or equivalent (e.g., NVQ or Diploma in Management)
Experience	<p>Extensive experience in working within Children's Social Services or partner organisations.</p> <p>Supervisory/ management experience.</p> <p>Working with the public directly, particularly those who are vulnerable and require support.</p>
Skills and Abilities	<p>Ability to communicate with children and young people</p> <p>Excellent interpersonal skills to communicate with colleagues, public, children, and young people,</p> <p>Ability to both effectively lead and work as part of a team</p> <p>Good report writing skills and ability to communicate clearly in writing.</p> <p>Extensive computer literacy.</p> <p>The ability to travel across a wide geographical area in a timely and flexible manner at various times of the day is essential.</p>
Knowledge	<p>Working knowledge of The Children Act 1989, and of childcare practice.</p> <p>Commitment to equalities and the promotion of diversity in all aspects of working</p> <p>Awareness of Data Protection and confidentiality issues</p> <p>Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety.</p>

BEHAVIOURS AND VALUES	Kent Values: <ul style="list-style-type: none">• We are brave. We do the right thing, we accept and offer challenge• We are curious to innovate and improve• We are compassionate, understanding and respectful to all• We are strong together by sharing knowledge• We are all responsible for the difference we make
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