

VOLUNTEER CONTACT SUPPORT WORKER

Job Description and Person Specification

JOB DESCRIPTION	
<p>AVENUE:</p> <p>AVENUE is a charity, based in the North East of Scotland, that provides a range of services to families, children and individuals. We help families and individuals to overcome obstacles to wellbeing and find ways forward through the challenges that life can bring.</p>	
<p>VALUES:</p>	<ul style="list-style-type: none"> • Effectiveness • Integrity • Respect • Credibility • Innovation • Independence
<p>AIMS:</p>	<p>To strengthen families' abilities to overcome challenges, building their capabilities to love and care for their children and provide secure relationships and environments.</p> <p>To ensure that child contact and family support provision is child-focused.</p> <p>To make a positive impact on the lives of children and families.</p>
<p>OBJECTIVES:</p>	<p>To facilitate child contact for families, providing a safe environment that enables relationships to build.</p> <p>To support the work of the Family Support team at AVENUE.</p> <p>To promote the well-being of children, parents and families.</p>
<p>MAIN DUTIES:</p>	<ul style="list-style-type: none"> • To support and facilitate all levels of child contact, including supervised and supported contact and handovers. This may involve face-to-face and/or remote delivery via online platforms, dependant on the needs of the family.

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| | <ul style="list-style-type: none">• To work in collaboration with colleagues to provide a welcoming, friendly, safe environment for the families using the centre.• To support the Family Support team to assist parents to break down barriers to family progression and wellbeing.• To ensure the safety of all children, family members and colleagues using the service.• To maintain accurate and up-to-date case and session notes on the database in a timely manner as required, according to the standards laid out by AVENUE, and to enable professional report compilation.• To ensure that all members of the family are treated with respect and integrity.• To undertake all relevant monitoring and evaluation as required by the service.• To work with colleagues in the Family Support team to support learning and develop provision through the sharing of best practice.• To develop and maintain effective working relationships with all colleagues at AVENUE.• To undertake all training as required in order to meet the demands of the role.• To ensure compliance with AVENUE's processes, policies and procedures, in particular Data Protection, Confidentiality, Safeguarding and Child Protection, Equality and Diversity, and Professional Boundaries.• To undertake any other reasonable duties, as requested by your line manager. |
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PERSON SPECIFICATION	
REQUIRED KNOWLEDGE, EXPERIENCE AND SKILLS	ESSENTIAL / DESIRABLE
Relevant experience of working in a professional capacity with children and/or families	E
Proven ability to work as part of a team	E
Excellent interpersonal and communication skills, both written and verbal, including listening and observation skills	E
Understanding of the importance of safeguarding and child protection	E
Ability to work at weekends, weekdays and evenings on a relief basis.	E
Commitment to communicate availability to the Contact Centre Manager in a timely manner, and be at all times a reliable and trustworthy member of the team.	E
High standard of IT literacy, including ability to use Office 365	E
Experience and understanding of working with diversity and providing a service that supports equality and challenges stigma	D
Relevant training and / or qualification (for instance in social care, working with children)	D
Knowledge of child development	D
Demonstrable experience of conflict management	D