

## WEEKEND CONTACT SUPPORT WORKER

### Job Description and Person Specification

<b>JOB DESCRIPTION</b>	
<p><b>AVENUE:</b></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><b>VALUES:</b></p>	<ul style="list-style-type: none"> <li>• Effectiveness</li> <li>• Integrity</li> <li>• Respect</li> <li>• Credibility</li> <li>• Innovation</li> <li>• Independence</li> </ul>
<p><b>AIMS:</b></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><b>OBJECTIVES:</b></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><b>MAIN DUTIES:</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

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|  | <ul style="list-style-type: none"><li>• To work in collaboration with colleagues to provide a welcoming, friendly, safe environment for the families using the centre.</li><li>• To support the Family Support team to assist parents to break down barriers to family progression and wellbeing.</li><li>• To ensure the safety of all children, family members and colleagues using the service.</li><li>• 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.</li><li>• To ensure that all members of the family are treated with respect and integrity.</li><li>• To undertake all relevant monitoring and evaluation as required by the service.</li><li>• To work with colleagues in the Family Support team to support learning and develop provision through the sharing of best practice.</li><li>• To develop and maintain effective working relationships with all colleagues at AVENUE.</li><li>• To undertake all training as required in order to meet the demands of the role.</li><li>• 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.</li><li>• To undertake any other reasonable duties, as requested by your line manager.</li></ul> |
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<b>PERSON SPECIFICATION</b>	
<b>REQUIRED KNOWLEDGE, EXPERIENCE AND SKILLS</b>	<b>ESSENTIAL / DESIRABLE</b>
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	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
Relevant experience of working in a professional capacity with children and/or families	E