

**JOB DESCRIPTION:** **Child Contact Centre Practitioner (Glasgow) (Part-time)**

**Location:** **Woodside Place, Glasgow G3 7QL (occasionally in Kilmarnock, travel paid)**

**Hours:** **16 hours per week (including Saturday working)**

**Salary:**  **£14,310 p.a. (pro rata of £31,304)**

**You will be automatically enrolled into our Employer Contribution Pension scheme (with the option to leave, if you wish)**

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| **GENERAL** | |
| **Role** | **Child Contact Centre Practitioner (Glasgow( (p/t)** |
| **Purpose** | To work directly with families, following a divorce or separation, to facilitate contact in our Glasgow Contact Centre between children and the parent with whom they do not live |
| **Reporting to** | Child Contact Centre Manager |
| **Liaising with** | Clients and prospective clients; the wider staff team; external agencies |

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| **Key Aim** | * To help provide a safe, welcoming, neutral, and child-friendly environment where children and young people can have contact with their parent |
| **Key** **Responsibilities** | Reporting regularly to - and in consultation with - the Child Contact Centre Manager:   * To conduct individual Intake meetings with both parents, as part of our assessment and risk management process * To arrange and conduct a visit to the Child Contact Centre for the child or children and the parent with whom they live, prior to any contact sessions taking place * To report the outcome to the Child Contact Centre Manager * To work as part of a small team providing: * *Supported* contact in our Glasgow Child Contact Centre, alongside other families; and, at a later stage, supporting the child or children and their parent to enable them to move forward towards a pick-up and drop-off, where contact happens outwith the Child Contact Centre * *Supervised* contact, where you will be the supervisor in a room with the parent and child/ren having contact (with no other families present). This is a formal contact session, where your role will be principally to observe the contact, and to take notes of what happens and what is said in the room. These notes will then form the basis of a report to the Court. (A third party will write up the report to be submitted to Court.) * To maintain a caseload of clients and be responsible for ensuring that case discussions and case reviews are held regularly * To refer clients on to other services offered by Family Mediation West and other relevant organisations (e.g., Parenting Apart, Family Support, Family Mediation, Shared Parenting), Citizens Advice, if required and as appropriate * To adhere to the National Policies and Practice Procedures of Relationships Scotland (our umbrella body) |
| **Additional Responsibilities** | In consultation with the CCC Manager:   * To work closely and liaise with colleagues as part of a team in order to contribute to our holistic approach to supporting children and their families * To work within our agreed framework for this area of service * To maintain accurate notes, statistical records, and evaluations of all work undertaken * To respond professionally to ethical dilemmas which might arise * To adhere to and be committed to anti-discriminatory practice * To demonstrate good organisational and administrative skills * To be self-directive and autonomous, as appropriate * To undertake National Training which will be essential due to the pending introduction of Regulation of the Relationships Scotland Network of Child Contact Centres |

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| **JOB AND PERSON SPECIFICATION** | |
| **Qualifications and Experience**  **Essential** | * HND or Diploma in Child Care * Family Mediation Registration, or a Qualification in e.g., Community Education, Social Work, Health, Education, Play Therapy * Experience of working intensively with children and/or young people in a supportive or therapeutic environment |
| **Experience**  **Knowledge and skills**  **Desirable** | * Experience of working with families * An understanding of children’s needs and ages and stages of development, particularly as these relate to the experience of loss and/or change in the family dynamic following separation or divorce * Experience of working with parents who have separated or divorced * People management skills |
| Personal Qualities | * An enthusiasm for working with families with children and young people * An enthusiasm for trying to understand and help families manage issues they face when coping with separation or divorce * Good communication skills * Good assessment, judgement, and analytical skills * Ability to work flexibly and to take the initiative, when appropriate. * Good decision-making skills * Sound IT skills |
| Training and Development | * Willingness to undertake training and supervision, as required |

September 2022.