

**JOB DESCRIPTION - CHILD CONTACT CENTRE MANAGER**

**REMIT**

The postholder will oversee the provision of all Children’s Contact services provided by Relationships Scotland Tayside and Fife. These are primarily provided in the Service’s Child Contact Centres where children can meet and spend structured play-time with the parent they do not live with, and/or any other family members e.g. siblings, to establish and develop their relationships in circumstances where they would not get to see each other otherwise.

**ACCOUNTABILITY**

The Child Contact Centre Manager is accountable to the CEO of Relationships Scotland Tayside and Fife.

**RESPONSIBILITIES**

**Operational – family-facing**

To explore families’ feedback, to investigate any concerns, and action any findings.

To produce comprehensive written reports, mostly to the Family Courts, as required, in a timely fashion.

To authorize and arrange any professionals (e.g. Child Welfare Reporter, child psychologist, etc.) to attend a contact visit.

**Operational - administrative**

Based on initial intake assessment documentation, to undertake initial case risk assessments prior to an offer of support is made. To pass cases on to be allocated to the appropriate Centre, or to decline support if not appropriate.

To oversee administrative work in relation to children’s contact services, including allocation of visits in each centre.

To maintain confidential records and case notes and undertake appropriate administrative tasks to ensure efficient management of the children’s contact services.

To refer families to mediation or counselling internally. To pass cases on to the administrative team for closure when appropriate.

To provide reports for Executive Meetings or as and when required by the Trustees of the Board.

To liaise with other key personnel to generate invoices for children’s contact services rendered.

**Other stakeholders**

To liaise with referring agents in respect of cases (solicitors, Courts, social work etc.).

To liaise with other professionals within the private, statutory and voluntary sectors, and to promote awareness of Children’s Contact services to professionals, parents and other groups in the wider community.

To develop Children’s Contact services and relevant guidance, including promotional materials and presentations in consultation with families, staff, and CEO.

To participate in the national development of Children’s Contact across Relationships Scotland member services through its committee structure, consultations, and short-life working groups.

**Line management duties**

To be responsible for the induction and ongoing training of contact centre staff, workers and volunteers.

To support and monitor the work of frontline staff through informal support and guidance, annual appraisal meetings, 1:1 supervision (formal or informal), and facilitating peer group meetings.

To offer specific support with safeguarding, health and safety matters and complaints, and to ensure that these are passed on to the CEO where appropriate.

To be responsible for the staff (and volunteer) rota of each centre, and allocation of online and indirect contact appointments (e.g. letters).

To follow, and help develop, organisational Policies and Procedures, including use of HR Policies and implementation of best practice.

**Promotional work**

To act in a public relations capacity in respect of the services they oversee, to the general public, professional bodies and statutory and voluntary organisations.

This job description can be periodically amended to suit the needs of the Service.