

**JOB DESCRIPTION:** Child Contact Centre Practitioner (Sessional)

**Location:** 19 Woodside Place, Glasgow G3 7QL  
Or 58 Portland Street, Kilmarnock, KA1 1JG

**Hours:** Sessional/variable (weekend working (either Sat or Sun) and occasional midweek)

**Salary:** £18.24 per hour (hourly rate includes annual leave entitlement).

GENERAL	
<b>Role</b>	<b>Child Contact Centre Practitioner</b>
<b>Purpose</b>	To work directly with families, following a divorce or separation, to facilitate contact in our Glasgow Contact Centres between children and parents with whom they do not live.
<b>Reporting to</b>	Child Contact Centre Manager.
<b>Liaising with</b>	Clients and prospective clients; the wider staff team; external agencies.

<b>Key Aim</b>	<ul style="list-style-type: none"> <li>To help provide a safe, welcoming, neutral, and child-friendly environment where children and young people can have contact with their parent.</li> </ul>
<b>Key Responsibilities</b>	<p>Reporting regularly to - and in consultation with - the Child Contact Centre Manager:</p> <ul style="list-style-type: none"> <li>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.</li> <li>Report the outcomes to the Child Contact Manager.</li> <li>Work as part of a small team providing:               <ul style="list-style-type: none"> <li>- Supported Contact in our Glasgow Child Contact Centres, with several families in the room; and, at a later stage, supporting the child/ren and their parent to enable them to move forward towards a pick-up and drop-off, where contact happens out with the Child Contact Centre.</li> <li>- Supervised Contact, a formal contact session where you will either be the Supervisor in the room with the parent and child/ren taking notes to form the basis of a report to Court, or on duty as the cover outside the room for the whole duration of the contact session, providing support and back-up, and being nearby if required for any reason.</li> </ul> </li> <li>Maintain a caseload of clients and be responsible for ensuring that case discussions and case reviews are held regularly.</li> <li>Arrange for clients to be referred on to other services offered by Family Mediation West (e.g., Parenting Apart, Children and Family Support, Family Mediation) and other relevant organisations (e.g., Shared Parenting &amp; Citizens Advice), if required and as appropriate.</li> </ul>

	<ul style="list-style-type: none"> <li>• Adhere to the National Policies and Practice Procedures of Relationships Scotland (our umbrella body).</li> </ul>
<b>Additional Responsibilities</b>	<p>In consultation with the Child Contact Manager to:</p> <ul style="list-style-type: none"> <li>• Work closely and consult with colleagues as part of a team to contribute to our holistic approach to supporting children and their families.</li> <li>• Work within our agreed framework for this area of service.</li> <li>• Maintain accurate notes, statistical records, and evaluations of all work undertaken.</li> <li>• Respond professionally to ethical dilemmas which might arise.</li> <li>• Adhere to and be committed to anti-discriminatory practice.</li> <li>• Demonstrate good organisational and administrative skills.</li> <li>• Be self-directive and autonomous, as appropriate.</li> <li>• Conduct individual Intake meetings with parents, as part of our assessment and risk management process, as required (training given).</li> <li>• Undertake National Training which will be essential due to the pending introduction of Regulation by The Care Commission of the Relationships Scotland Network of Child Contact Centres.</li> </ul>

<b>JOB AND PERSON SPECIFICATION</b>	
<b>Qualifications and Experience (Desirable)</b>	<ul style="list-style-type: none"> <li>• HND or Diploma in Childcare; Family Mediation Registration, or a Qualification in e.g., Community Education, Social Work, Health, Education, Play Therapy, or equivalent.</li> </ul>
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Experience of working intensively with children and/or young people in a supportive or therapeutic environment.</li> </ul>
<b>Experience Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Experience of working with families.</li> <li>• 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.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Proficient IT skills, and good written English skills for note taking and reporting.</li> <li>• Experience of collaborating with parents who have separated or divorced.</li> <li>• People management skills.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• An enthusiasm for working with families with children and young people.</li> <li>• An enthusiasm for trying to understand and help families manage issues they face when coping with separation or divorce.</li> <li>• Excellent communication skills.</li> <li>• Good assessment, judgement, and analytical skills.</li> <li>• Ability to work flexibly and to take the initiative, when appropriate</li> <li>• Good decision-making skills.</li> </ul>
<b>Training and Development</b>	<ul style="list-style-type: none"> <li>• Willingness to undertake training and supervision, as required.</li> </ul>