

Job Description: Family Practitioner & Contact Support**Responsible to: Outreach Strategic Programme Manager****Location: St. Michael's Fellowship (Head Office and community-based locations, including supervised contact settings)****Hours: Full-time (with flexibility to include evenings and occasional weekends)****Salary:****Purpose of the Role**

Parent Practitioners/Contact Support staff play a vital role in strengthening family relationships, supporting safe and meaningful contact between children and their parents, and empowering families to build sustainable skills for positive parenting. The role combines direct work with parents and children, delivery of supervised and supported contact sessions, and partnership working with professionals from statutory and voluntary agencies.

This is a front-line role requiring sensitivity, professionalism, and resilience. Practitioners are expected to uphold the organisation's values of safeguarding, equality, anti-oppressive practice, and evidence-informed interventions.

Key Responsibilities**Direct Work with Families**

- Support parents to strengthen relationships with their children through structured sessions, modelling of positive parenting, and practical guidance.
- Deliver supervised and supported contact, ensuring children's safety and emotional wellbeing remain central.
- Encourage stimulating play, language development, and positive parent-child interaction.
- Support parents to develop independent living and life skills that contribute to family stability.
- Adapt approaches to meet the needs of parents with additional vulnerabilities (e.g. learning difficulties, mental health challenges, experience of domestic abuse).

Assessment and Planning

- Undertake initial assessments of family needs and risks, contributing to holistic support plans.
- Develop written agreements with families and professionals where required.
- Record and evaluate contact sessions, providing clear, balanced, and evidence-based reports for social workers, courts, and other stakeholders.

Partnership and Collaboration

- Work closely with social workers, health professionals, schools, and voluntary organisations to ensure a coordinated approach.

- Attend and contribute to multi-agency meetings, case conferences, and reviews.
- Facilitate parent groups, workshops, and peer-support opportunities.

Safeguarding and Compliance

- Monitor and assess risks to children during all work, taking swift action in line with safeguarding procedures where concerns arise.
- Maintain a working knowledge of legislation, guidance, and best practice, including the Children Acts 1989 & 2004, Working Together to Safeguard Children, and local safeguarding protocols.
- Ensure practice reflects principles of equality, diversity, and anti-discriminatory approaches.

Administration and Reporting

- Maintain accurate, timely, and confidential records of all casework and contact sessions.
- Prepare high-quality reports for courts and local authorities.
- Support evaluation and monitoring processes to evidence impact and inform service development.

Professional Development

- Participate in regular supervision and annual appraisal.
- Engage in relevant training to enhance professional knowledge and practice.
- Contribute to team learning, reflective practice, and service improvement.

Person Specification

Qualifications and Experience

- Experience of working directly with children, parents, or families in a supportive capacity.
- Qualification in social care, youth work, early years, or a related field (e.g. NVQ3 or above) is advantageous but not essential.
- Experience of supervised contact or similar child–parent work.
- Experience of managing sensitive and challenging situations with professionalism.
- Group facilitation or parenting programme delivery experience.

Knowledge and Skills

- Strong communication and interpersonal skills, with the ability to engage parents and children effectively.
- High standard of written communication, including accurate case recording and report writing.
- Understanding of safeguarding and child protection principles, including thresholds for intervention.

- Awareness of child development, domestic abuse, trauma, and their impact on families.
- Ability to work independently while contributing as part of a multi-disciplinary team.
- Competence in using IT systems for record-keeping and reporting.
- Ability to plan, deliver, and evaluate structured interventions with families.
- Working knowledge of relevant legislation & statutory guidance, including *Children Act 1989*, *Working Together* and *Family First principles*.

Values and Commitment

- Commitment to equality, diversity, and anti-oppressive practice.
- Respectful and non-judgemental approach when working with parents and families.
- Willingness to work flexibly, including evenings and occasional weekends.
- Motivation to learn, develop, and engage in reflective practice.
- Dedication to promoting the safety, wellbeing, and voice of children in all aspects of work.