



Dear Applicant

**Re: Post of part-time Supervised Child Contact Centre Co-ordinator  
For maternity leave cover**

Thank you for your interest in the above post.

Please find enclosed:

1. An application form including monitoring form
2. A job description and person specification
3. Information regarding the organisation and the project
4. Information regarding the post and conditions of service
5. St. Michael's Equal Opportunities Policy statement

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Please complete the application form and monitoring form and return to me to the email address [admin@stmichaelsfellowship.org.uk](mailto:admin@stmichaelsfellowship.org.uk) by **Tuesday 30 January 2018**.

In the event of you being shortlisted, an informal visit will take place on **Friday 2 February** followed by a final interview on **Tuesday 6 February**. Please keep these days free in case you are shortlisted. Informal visits *do* form part of our selection procedure, and feedback will be given to the interviewing panel following the interviews.

In completing your application, you will find it useful to read all the information enclosed especially the job description and person specification. When you write your supporting statement you must demonstrate that you fulfil the essential requirements of the person specification. For this reason curriculum vitae are not acceptable.

This post will give the successful applicant substantial unsupervised access to vulnerable adults and children, therefore St. Michael's has adopted a rigorous system of checking. In the event of you being shortlisted telephone references will be pursued initially. St. Michael's reserves the right to contact any previous employers including your two referees of choice. The successful applicant will also be subject to an enhanced check through the Disclosure and Barring Service.

You will see that the application form requests detailed information about your history, from school to the present day, this is in order to meet the recommendations of the Warner Report. Any information given will not interfere with our standards of E.O.P. practice i.e. information will not be used in a discriminatory way.

As we receive a large response to our job vacancies we are unfortunately unable to reply to those candidates who are not shortlisted. If you have not heard within one week of the closing date please assume that your application has been unsuccessful.

Yours faithfully

Sue Pettigrew  
Director



# Information for part-time Supervised Child Contact Centre Co-ordinator applicants

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## **Introduction**

Thank you for expressing an interest in a position within St Michaels Fellowship. We have developed significant areas of expertise in the services we deliver despite being a medium sized charity confined in the main to the London area. We pride ourselves on providing responsive and innovative services. We require high-calibre staff in the direct provision and management of services. Our recruitment process aims to attract applicants of quality who are right for the post. This document contains information about St Michael's Fellowship, the recruitment process and our employment terms and conditions, which you may find useful.

## **About St Michael's Fellowship**

St Michaels Fellowship is committed to working with families to achieve the best outcomes for children. We are flexible and responsive to needs and listen to and act on the views of families to improve the services we offer. We hope by our interventions with parents to influence the life chances of their children. We have developed an excellent reputation for the quality of our work.

We run a range of services all geared to families with differing ranges of need:

- 4 residential family assessment centres taking families where there are complex needs and child protection concerns for a 12 week programme of teaching, support and assessment
- 1 supported housing scheme for vulnerable families
- 1 community outreach service aimed at pregnant teenagers, teenage parents and parents up to 24 years offering intensive one to one support through home visiting and the provision of a number of groups based in Children's Centres
- 1 young fathers' community outreach service aimed at fathers-to-be and young fathers up to 25 years. This is delivered by one to one support and themed groups.
- 1 supervised contact service to enable the non-resident parent to develop and sustain a relationship with their child.

This rich mix of services gives staff the opportunity to share ideas, to support one another, to use their particular skills in different parts of the organisation to enrich the services to families.

## **Values and mission**

### **Our values**

We believe in the importance of the family and the paramount importance of the child's welfare. In our professional practice, we recognise and respect individual difference. We believe in treating every person with whom we work with fairness, honesty, flexibility and professional commitment. We believe in fostering self-esteem. We subscribe to a policy of equal opportunities and hold to the principles of the Children Act 1989 and 2004. As a medium sized charitable organisation in existence for over 100 years, we value our independence and adaptability and honour our historical roots in welfare.

### **Our Mission**

St. Michael's Fellowship works with families caring for children in need.

We aim to provide children with a safe, secure and nurturing environment, and through working in partnership with the whole family, to promote their future welfare. We aim to support parents - be it mother or father or both - in the care of their children, to ensure that they are aware of the needs of their children, and to encourage them to further develop their parenting skills, while preparing them

for independence in the community. Should it arise that a child is to be separated from his or her parent/s, we strive to secure a planned and satisfactory future for both child and parent.

### **Statutory and voluntary income**

Much of the funding that St Michael's needs to run its services come from statutory agencies such as local authorities or the health service, however we are diversifying our income streams recognising the limitations of local authorities.

The rest of our funding is voluntary income from trusts, individual supporters and fundraising activities. Voluntary income is vital because it enables us to respond to needs by developing new schemes. It also guarantees our independence

### **Equality and valuing diversity**

St Michael's Fellowship supports implements and promotes the principles and values of equality and diversity in its work. Our commitment to equality and diversity means that we welcome and celebrate working in a multi-cultural, multi-faith society and believe that no one should be unfairly treated.

Being a good employer is essential to fulfil our purpose. Every employee has a responsibility to fulfil our commitment to equality and diversity. This is crucial to our responsibilities as an employer and service provider.

We believe that the diverse composition of our service users can best be met by a more diverse workforce.

### **Applying for a job at St Michael's Fellowship**

As part of St Michael's equality and diversity policy we want to ensure that every applicant is treated fairly. The only information used to decide whether or not to shortlist an applicant is the information provided in your application form. Your application form is therefore very important and this section is designed to help you to complete it.

### **The job description and person specification**

Every post advertised by St Michael's Fellowship is supported by a job description and person specification. The job description outlines the main duties of the post, and the person specification describes the knowledge, experience and skills required for the position. If, after reading the job description, you are still interested in the job, then consider whether you have the relevant skills and experience, as detailed in the person specification. If you do, consider how to demonstrate this. In your application form make sure that you give enough detail about how you meet each of the criteria.

### **Completing the application form**

Read through the application form carefully before you write anything to make sure that you are clear about what is being asked. You may find it helpful to do a rough version first – this avoids mistakes and allows you to organise your application properly. Please note that we only accept application forms, not CVs. If your application is not fully completed or is marked 'see CV' it will not be considered.

### **The Supervised Contact service and your role**

This service is located at our Head Office and is known as Jigsaw. We have been providing the service for the last 4.5 years as a reaction to our experience of many venues that were being used for contact that were not child friendly where we felt we could do better. It was also a natural addition to our

services needed by our residential centres for the non-resident parent and by our Outreach team where parents were estranged. More recently with the challenges of funding supervised contact has become another funding stream.

The delivery of supervised contact rests within the Outreach team who alongside their direct work with local families deliver supervised, supported contact and a handover service. One staff member has responsibility for organising the delivery of the service, the setting up of contacts from referral, to working agreement and distribution of contact notes, liaison with other parties. This person will be going on maternity leave and therefore we are seeking maternity cover for this role over 3 days per week where one day has to be a Saturday for up to one year.

### **What you can expect from us**

St. Michael's Fellowship recognises that the work is demanding and can be stressful and therefore seeks to support and enable staff by

- Creating opportunities for staff to develop new skills
- Offering experience and training to enhance career development
- Regular supervision
- Fortnightly team meetings
- Clear guidelines provided regarding practice, aims of project, ways of working
- Valuing the views of staff to bring about change
- Pleasant working environment
- Clinical supervision

### **What we want from you**

- Based at St. Michael's Fellowship's head office
- 3 days per week to include Saturdays to be based around office hours but flexible working to meet needs
- To establish a volunteer service for contact on Saturdays
- To explore opportunities for expanding the service
- To support and enhance the current work
- Where additional hours worked, time off in lieu of overtime payments

### **Benefits and terms of employment**

Salary ranges from £27,647 – £31,141 pro rata inclusive of London Weighting.

If a qualified social worker salary starts at £29,424 pro rata

A cost of living increase is generally awarded annually.

We are part of the pension Auto-enrolment scheme where both the employee and the employer pay 1%. After three years' service a contributory personal pensions is available with an employee minimum contribution of 6% and an employer minimum contribution of 8%.

Annual leave 5 weeks plus Bank Holidays pro rata.

## Job description

### part-time Supervised Child Contact Centre Co-ordinator

To cover maternity leave

**Accountable to:** Manager Outreach Service

**Accountable for:** Sessional Workers, Permanent Staff when undertaking contact, Volunteers

#### **Overall Purpose of the Job:**

1. To organise, supervise, record and assess child contact ensuring the safeguarding of the child
2. To function as a member of the team carrying out duties and responsibilities required for the day to day running of the service.
3. To publicise and grow the service

#### **Principle Duties and Responsibilities**

1. To plan and provide child centred supervision of children's contact with parents, family, friends and carers working with court orders, private arrangements and referring agencies' contact decisions.
2. To provide concise, relevant and accurate recording of contact sessions and discussion with other professionals and agencies in line with internal policy and procedural guidance.
3. To undertake assessments of child and family contact for court proceedings and where required prepare and present to courts and referral agencies.
4. To manage a caseload and ensure that client confidentiality is maintained at all times.
5. To intervene and act in accordance with safeguarding procedures in St Michael's and with those of the Local Safeguarding Board and referring agency.
6. To ensure that you operate in accordance with anti-discriminatory practice by providing a culturally appropriate service.
7. To review and accept referrals in line with the referral policy and procedure to include working agreement meetings.
8. To ensure that the service meets its statutory obligations to include for example, Health and Safety.
9. To provide support where necessary to those delivering supervised contact, including proof reading contact notes of other staff.
10. To organise, prioritise and manage workload under your own initiative in a creative and flexible approach.
11. To maintain the calendar of contacts.
12. To improve the reach of the service through publicity.
13. To undertake all other duties/ responsibilities (as may reasonably be required within) that may arise within the overall job role.

## Person Specification

### **POST: part –time Supervised Child Contact Centre Co-ordinator**

#### **SKILLS:**

Essential Ability to communicate effectively with a wide range of people  
Ability to work directly with traumatised children in a sensitive and supportive manner  
Excellent recording and report writing skills  
Excellent time management and organisational skills

Desirable Ability to support families with signposting to appropriate agencies

#### **PREVIOUS EXPERIENCE:**

Essential Minimum of 3 years' experience in working with children or caring for children within a statutory setting  
Experience of supervised contact  
Experience in child-centred work with specific knowledge/and or experience in fostering, adoption, teaching or family work  
Experience of managing a team of volunteers and staff  
Experience of establishing written agreements with parents and other relevant parties

#### **KNOWLEDGE:**

Essential Ability to demonstrate a good understanding of the impact of race, culture and religion has on families and children  
Thorough understanding of safeguarding procedures and processes  
Healthy relationships between parents and children

Desirable An understanding of parental and carer conflict following family breakdown

#### **QUALIFICATIONS:**

Essential English at GCSE or A level

Desirable Degree in Social Work, Masters in Social Work, Dip.SW

#### **PERSONAL QUALITIES:**

A commitment to the welfare of the child as a priority in the work and decision making  
Ability to work alone and as part of a team  
Ability to work flexibly in accordance with the needs of the role, to include working every Saturday  
Tactful and diplomatic

## **EQUAL OPPORTUNITIES**

St. Michael's affirms the principles contained in the United Nations Declaration of the Rights of the Child. We recognise the inherent dignity and the equal and inalienable rights of all members of the human family without distinction and without discrimination of any kind, recognising and valuing differences in the child's or his or her parent's, legal guardian's or other carer's race, colour, gender, sexual orientation, language, religion, political, or other opinion, national ethnic or social origin, property, disability, birth or other status. We believe in the promotion of the common good and the achievement of natural and social justice.