



Contact Worker

Reports to:	Senior Contact Coordinator/Contact Coordinator		
Department:	Children, Young People and Community Development	Grade:	Scale 5
DBS Status:	Enhanced and Barred (Children and Adults)	Politically restricted:	No
Job Purpose:			
<ol style="list-style-type: none"> 1. To supervise contact sessions between children and their parent(s)/carer(s)/family members. 2. To ensure that the children remain safe from emotional and physical harm during contact 3. To transport/escort children to and from contact sessions. 4. To record and report contact session observations to a standard acceptable for Family Court Proceedings. 			
Values			
<p>Collaborate proactively. Lead inclusively. Embrace change. Be bold and curious. Celebrate and share our success.</p>			
Job specific roles and responsibilities			
<ol style="list-style-type: none"> 1. To supervise & observe contact sessions between children and their parent(s)/carer(s)/ family members in an office, home or other community environment. 2. To provide transportation or escort children to and from contact sessions. 3. To ensure contact is a safe, positive, constructive experience for the child (ren) and be confident and able to intervene and sometimes stop contact if they have safeguarding concerns. 4. To communicate effectively with children and parents/guardians during all contact and to advise parents/guardians of the parameters of the contact arrangements, intervening and assisting parents/guardians when support is needed during contact. 5. To take direction from Social Workers and Line Manager and report back issues of concern, risk, health and safety, child protection and child/parent/guardian conduct and behaviour during contact sessions. 6. To work in conjunction with staff from external agencies where appropriate. 7. To report any accidents or incidents that take place during contact sessions to Line Manager and Freeman Family Centre immediately. The appropriate accident/incident forms 			

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will also need to be completed at Freeman Family Centre if contact took place there and on the Brent intranet.

8. To use information technology systems to record accurate observations and compile comprehensive reports on work undertaken.
9. To acquire and develop a working knowledge of Social Care operational procedures as they affect the work undertaken to include, in particular, child protection procedures.
10. To actively participate in supervision with Line Manager and attend relevant training and development opportunities.
11. To be aware of quality standards and performance measures for the service and ensure they are adhered to.
12. To perform all duties and tasks within legislative and regulatory requirements and within departmental and Council policies and procedures, including the Equal Opportunities Policy.
13. To exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by Brent or provided by a third party for collective use in the performance of your duties.
14. To work 36 hours a week and be available to work evenings and weekends between the hours of 8am – 6:30pm (Monday – Saturday), in accordance with the needs of the service.
15. To travel within the Borough and outside where required.
16. To perform other duties and responsibilities of a similar professional nature and at a similar responsibility level, that may occasionally be allocated.
17. To attend pre contact planning meetings, statutory reviews, child protection case conferences as well as court where you may be required to give evidence in court proceedings if necessary.

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. No formal qualifications are required for this post although applicants will be expected to possess good verbal and written skills.
2. Knowledge of relevant current legislation, such as the Children's Act and Every Child Matters.
3. Knowledge of child development and child protection issues.

4. Understanding of and commitment to the needs of children and their parents/guardians.
5. Knowledge of equal opportunities and equalities issues and the ability to adhere to and promote the Council's Equal Opportunities Policy.

Experience

1. Statutory or voluntary experience of working with children and families

Skills and Abilities

1. Ability to communicate effectively with children and parents/guardians in order to build meaningful and supportive relationships.
2. Ability to build and maintain effective working relationships with colleagues and external service providers.
3. Ability to communicate clearly both verbally and in written form.
4. Ability to use IT systems to maintain accurate and timely records of contact observations.
5. Ability to work alone but as directed by Social Workers or Line Manager.
6. Ability to use supervision and training to enhance working skills and abilities.
7. Willingness and ability to work flexibly and in a range of settings.
8. Ability to transport/escort children both within and outside the Borough.
9. Ability to respond to families' needs whilst retaining objectivity.
10. Ability to handle difficult or urgent situations in a calm and nonconfrontational way.
11. Be in good physical health and level of fitness appropriate to childcare.
12. Ability to organise and prioritise own work and to work to deadlines within agreed limits.
13. The ability to drive and have access to a car, with full Clean Driving Licence including Insurance Cover for Business use.

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs