**Contact Worker**

**Person Specification**

Qualifications/Training

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| **Requirement** | **Criteria** |
| Relevant child care qualification and/or willingness to participate in training relevant to the role, e.g. Equal opportunities, Child Protection, Case Recording skills, Supervised Contact & Working with resistant families. | Essential |

Achievements & Experience

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| **Requirement** | **Criteria** |
| Experience of working with children/young people & families. | Essential |
| A non-judgemental and non-discriminatory approach at all times. | Essential |
| Experience of dealing with difficult situations in a calm, supportive and caring manner. | Essential |
| A sensitive approach to working with children and their families. | Essential |
| Experience of working with children/young people with physical/learning disabilities. | Desirable |

Knowledge

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| **Requirement** | **Criteria** |
| Knowledge of child development and safe stimulating childcare practice. | Essential |
| Knowledge of legislation i.e Children Act, Data Protection, EU Convention of Human Rights, National Care Standards Act. | Essential |
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| Understanding and commitment to professional confidentiality, professional boundaries and awareness of Child Protection procedures and requirements in practice. | Essential |
| A background knowledge of learning disabilities/Autistic Spectrum Disorder & social communication difficulties. An understanding of the wider impact this has on an individual's holistic needs and their social inclusion. | Desirable |
| Awareness of Health & Safety issues regarding service users and colleagues. Knowledge and understanding of risk assessments. | Essential |

Skills

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| **Requirement** | **Criteria** |
| Good communication and interpersonal skills. | Essential |
| Ability to work across team/ agency/ disciplinary boundaries. | Essential |
| Ability to work within a team environment but to be able to work on own initiative and have effective decision making. | Essential |
| Good observational skills and ability to interpret/translate into written format (case recording). | Essential |
| Good organisation and time management skills and ability to prioritise workload effectively. | Essential |
| Good IT skills for record keeping and communication. | Essential |
| Ability to focus clearly on tasks at hand within a busy, noisy working environment. | Essential |
| Ability to deal with emerging conflict & difficult to manage situations with service users in a calm, appropriate manner, and making quick risk assessment decisions at short notice to ensure the safety and well-being of all involved & with child/ren's needs as paramount. | Essential |

Qualities & Attitude

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| **Requirement** | **Criteria** |
| Willingness to participate in and have an understanding of the importance of the supervision process. | Essential |
| Commitment to working with children/young people and families to enhance and promote life chances. | Essential |
| Ability to remain calm in times of high pressure, demanding workloads and in difficult to manage situations. | Essential |
| A flexible attitude to working where working time arrangements may need to be adapted to meet the needs of the service at short notice. | Essential |

 Other

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| **Requirement** | **Criteria** |
| Requirement: Full driving licence and use of a vehicle with business use insurance. | Essential |