

## JOB DESCRIPTION



<b>Job Title:</b> Duty Manager	<b>Service Area:</b> Early Start Family Contact Centre
<b>Salary:</b> From £25,746 pro-rata to hours worked	
<b>Date last updated:</b> August 2018	

### **EQUALITY AND DIVERSITY**

We are committed to and champion equality and diversity in all aspects of employment. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

### **Overall Purpose of Job**

- To provide co-ordination of contact schedules and management of a busy Family Contact Centre, providing supervised and supported contacts in the centre and community.
- The Centre-Co-ordinator(s) would facilitate a wrap around service to manage the centre which is open 7 days a week and reports to the Centre Manager.
- The post holder(s) will be expected to work flexible hours on a rota to provide management cover on weekdays and or covering weekends.
- To effectively protect and promote the welfare of all children using the centre and to provide a prompt and responsive service to parents/carers in order to support the safety and welfare of children in their care.
- To provide direction, support, advice and guidance to supervisors, foster carers, parents, and children who use the contact centre services.

### **Key Tasks and Accountabilities**

The following is a range of duties appropriate to that of a Centre Co-ordinator. Individual (s) will be expected to undertake those duties determined to be required, to meet the changing needs of the service and in order to assure best value and high quality service provision. Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the postholder. This is not an exhaustive list of all tasks that may fall to the postholder and employees will be expected to carry out such other reasonable duties, which may be required from time to time.

1. To be the nominated manager at weekends and manage operational issues arising, including directing compliance with centre rules, workplace regulations and practice related issues including health and safety and safeguarding matters.
2. To provide a customer focused response to ensure that individual needs are recognised and supported.

3. To co-ordinate the availability of staff and contact sessions required, ensuring efficient and seamless service delivery to children and families.
4. To complete the contact scheduling system using administrative procedures and maintain high standards of record keeping; ensuring that information is timely, accurate and complies with quality standards, statutory recording and performance requirements.
5. To manage and oversee any scheduling /and or staffing changes in contact sessions over the weekend in accordance to ES Family Contact Centres processes, policy and procedures.
6. To be fully aware of safeguarding and child protection issues when working with children and families and be able to implement safeguarding and child protection procedures as necessary and to direct other staff to do the same.
7. To value and celebrate the diversity of the community and organisation through personal example, open commitment and clear action. To promote equality of opportunity in service delivery.
8. To support and manage contact sessional staff in accordance to policy and procedures.
9. To document and report any circumstances requiring senior leadership oversight to the centre manager / senior manager including issues around safeguarding, child protection and health and safety.
10. To undertake handovers of service delivery to the relevant staff.
11. To attend and contribute to own 1-1 supervision, group discussions with the line manager.
12. To contribute to developing an organisational culture which is positive, forward looking, results orientated and continually improving.
13. To keep up to date and comply with policies and procedures.
14. To undertake mandatory and other relevant training as required, including requirements for continued professional development.
15. To carry out any other duties that is in line with the purpose and grade of the job.

## PERSON SPECIFICATION

CRITERIA	METHOD OF ASSESSMENT
<p><b>KNOWLEDGE:</b> Clear understanding of main purposes of Children Act 1989/2004; Working Together (2018).</p> <p>Knowledge of safeguarding principles, child protection policy, procedures and practice.</p> <p>Knowledge and understanding of administrative systems.</p>	<p>Application Form/Test/ Interview</p>

<p><b>QUALIFICATIONS:</b></p> <p>Social Work Degree and related fields</p> <p>Teaching and Early Years Child Care</p> <p>Social Care &amp; Mental Health professionals</p> <p>Health &amp; Social Care Professionals</p> <p>NVQ3 &amp; above</p> <p>Relevant certification/qualification in management / IT applications</p>	<p>Application Form/Interview</p>
<p><b>EXPERIENCE &amp; SKILLS:</b></p> <p>Experience of direct work with children and families ideally in a social care setting.</p> <p>Experience of dealing with a range of enquires and competing demands on time.</p> <p>Experience of providing supervising contacts between children and families</p> <p>Experience of writing accurate, informative, clear concise reports.</p> <p>Experience of using electronic communication systems, data spreadsheets and word processing packages.</p> <p>Experience of providing effective staff support, direction and supervision.</p> <p>Good risks assessment skills</p> <p>Good observational skills</p> <p>Good report writing skills</p>	<p>Application Form/ Interview/Test</p>
<p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <p>To have excellent customer service skills and a solution focused approach to any issues arising.</p> <p>Sensitivity and confidentiality in dealing with complex children service and resource matters</p> <p>Willingness to work flexibly and collaboratively as</p>	<p>Application Form/ Interview/Test</p>

<p>required to meet service needs</p> <p>Ability to develop and maintain good working relationships with colleagues, leaders and other professionals.</p> <p>Ability to work flexible working hours including weekday and weekends and some evenings.</p>	
<p><b>OTHER SPECIAL REQUIREMENTS:</b></p> <p>Enhanced DBS Childcare Disqualification Disclosure</p>	<p>Satisfactory clearance at conditional offer stage</p>