



Bright Futures - Making It Happen

**Improving Quality of Life Outcomes for Children
and Young People**

**CONSULTATION
ON THE ESTABLISHMENT OF
TRAFFORD'S CONTACT CENTRE**

28 May 2010

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- A Job Descriptions and Person Specifications
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BACKGROUND

1. Trafford Children and Young People's Service is to establish a Contact Centre in order for Children's Social Care (CSC) to meet its statutory requirement to provide positive contact opportunities for children in care. The Children Act 1989 states that:

“where a child is being looked after by the Local Authority, the Authority has the duty to promote contact between the child and their parents and other relatives or persons connected with child” (para 15, Schedule 2).

2. The purpose of supervised contact can be for one of the following:
 - To promote contact between children, parents and significant others in order to maintain relationships, whilst care proceedings or child protection plans are on-going, until a final course of action is decided
 - To promote contact between children in care, parents and significant others, in order to maintain relationships and allow the child to form a positive sense of identity
 - To allow an opportunity to observe the relationship between parent and child in order for an assessment of parenting ability or attachment to be undertaken
 - To assist in the development of parenting skills as part of a programme to rehabilitate the child home.
3. Over recent years the demand placed on CSC by the courts to provide supervised contact has increased significantly. Contact sessions have in the main taken place in Children's Centres but, due to the rise in demand and the growing activities within the Centres, the pressure on room availability has resulted in other less appropriate venues having to be used.
4. The closure of Hayeswater Family Centre in 2007 created an opportunity to develop a dedicated Contact Centre where rooms for contact, with childcare facilities, could be available on a permanent basis. Furthermore the Contact Centre Manager would take responsibility for organising, co-ordinating and managing the contact requirements for CSC which would reduce the workload of the Operations Managers (Social Care).
5. The Hayeswater building has now been refurbished and the Contact Centre is to open in August 2010. The Multi-Systemic Therapy (MST) Team is also to be based within the centre.
6. The Contact Centre will open on weekdays for contact visits from 9a.m. – 6.30 p.m. and on a Saturday from 10 a.m. – 4 p.m. This will allow contact arrangements to be as flexible as possible in meeting the needs of children. Staff will work shift patterns in order to cover transporting and

contact commitments. Contact Officers will be expected to work some evenings until 6.30 – 7p.m. and two Saturdays per month. An unsocial allowance of 3% of the basic salary will be paid for working 10% of contracted hours at the weekend. On the weeks that a Saturday is worked staff will be able to take a day off during the week.

7. The Contact Centre will provide the following services for CSC:
 - Transporting of children to and from contact
 - Recorded supervised contact sessions
 - Provision of Court Statement and giving of evidence, when required
 - Parenting Assessments
 - Attachment Assessments
 - Venue for supervising contact for staff, other than Contact Centre staff

CONSULTATION ARRANGEMENTS

8. The purpose of this paper is to inform and invite comments from staff on the following regarding the:
 - a) establishment of Trafford's Contact Centre
 - b) management and staffing structure for the Contact Centre
 - c) job descriptions, person specifications, bands and process for appointing to the posts.
9. These arrangements follow the process of consultation in line with the Council's Organisational Change Policy. Trafford CYPS promotes a partnership approach to the effective implementation of change and encourages employees and their representatives to share their views and opinions.
10. The period for consultation with staff commences on Friday 28th May and ends on Friday 28 June 2010.

STAFFING STRUCTURES

11. The Contact Centre staffing structure is as follows:
 - 1fte Contact Centre Manager (Band 9)
 - 1fte Deputy Contact Centre Manager (Band 7)
 - 8fte Contact Officers (Band 3)

The above posts have been through job evaluation.

12. There will be a contracted service for the cleaning of the centre.

APPOINTMENT TO POSTS

13. The Contact Centre Manager has been appointed and the Deputy Contact Centre Manager post is to be advertised internally within the coming weeks.
14. The 9.5 Family Aide posts in the Area Family Support Teams will be Disestablished and post-holders will be ring-fenced to the posts outlined below. The Family Aide post in the Children in Care Service will not be disestablished as the role of this post will not be affected by the opening of the Contact Centre.
15. The following posts will be available in the Contact Centre and the Area Family Support Services:
 - 8 fte Contact Officers
 - 2 fte Family Aides - Area Family Support Service (North)
 - 1 fte Family Aide - Area Family Support Service (West)
 - 2.5 fte Family Aides - Area Family Support Service (South)

The job descriptions and person specifications for all the Contact Centre posts and the Family Aide posts can be found at Annex A.

Appointment Methodology

16. The appointment process will be as follows:
 - Disestablished Family Aides will be required to submit an 'expression of interest' specifying their preferred post/s and location. The TCYPS Candidate Details and Employment History form should be completed, this form only requires information about candidate qualifications, current and previous employment
 - Should the submitted 'expressions of interest' match the exact number of Contact Officer and Family Aide posts there will be a slotting-in of staff to posts, taking account of skill and experience in relation to the Family Aide posts
 - Should there be more submissions than posts available then appointment to posts will be made following a single interview by a panel comprising the Area Head of Service (South), the Contact Centre Manager and one Operations Manager. Interviews will last approximately 30 minutes and will follow a standardised question format
 - Posts against which candidates have been ring-fenced are believed to constitute potentially suitable alternative employment and as such, it will be a requirement that all of the ring-fenced candidates make an application expressing an interest in either the Contact Officer or the Family Aide post, or both

- Where the above situation arises then at this point staff will be asked to complete a side of A4 ('application form') outlining why they are suited to the preferred position and meet the requirements of the person specification.

IMPLEMENTATION TIMETABLE

17. The implementation timetable is as follows:

| Event | By When |
|--|---|
| Commencement of consultation | 28th May 2010 |
| Consultation Meetings held | 18 th June 2010 |
| End of consultation period | 28 June 2010 |
| Analysis of consultation feedback | 5 th July 2010 |
| Final communications document issued | 6 th July 2010 |
| Appeal Deadline | 13 th July 2010 |
| Submission of 'expression of interest' | 16 th July 2010 (12 noon) |
| Notification of outcome of 'slotting in' process, or Submission of 'application', if required | 23 rd July(12 noon) |
| Interviews, if required | 26 th July – 6 th August 2010 |
| Appointments made | 6 th August 2010 |
| Contact Centre Opens | 16 th August 2010 |

18. Consultation meeting timetable:

| Date | Time | Venue |
|----------------------------|--------------|---------------------------|
| 9 th June 2010 | 10 – 11 a.m. | Hayeswater Contact Centre |
| 17 th June 2010 | 1 - 2 p.m. | Hayeswater Contact Centre |

The meetings will be attended by the Area Head of Family Support (South) and an HR representative.

19. Feedback from the consultation should be sent, by 5.00 pm on Monday 28 June 2010, to Louise.Lisle@trafford.gov.uk

APPEAL MECHANISM

20. All staff will be given the opportunity to appeal against the final decision. It

is hoped that staff will raise any concerns that they may have informally in the first instance.

MONITORING AND EVALUATION

21. These arrangements will be reviewed informally through normal team meeting arrangements and more formally after 6 and 12 months.



CONSULTATION QUESTIONS

| Question | Answer |
|---|--------|
| <p>1. Do you agree with the plan to open a Contact Centre? If not, why?</p> | |
| <p>2. Do you agree with how the change is being implemented, including:</p> <ul style="list-style-type: none">• The consultation arrangements?• The timetable?• How staff will be appointed? <p>Can you suggest alternatives?</p> | |

| Question | Answer |
|---|--------|
| 3. Do you agree that the post of Contact Officer is a suitable alternative position in the event that there are more staff who wish to take up the Family Aide post ? | |
| 4. Are there any other comments that you would like to make? | |

Please give reasons for any disagreement or any alternatives put forward.



Appendix A

JOB DESCRIPTION

| | |
|-------------------------|--|
| JOB TITLE: | CONTACT CENTRE MANAGER |
| GRADE: | Band 9 |
| RESPONSIBLE TO: | AREA HEAD OF SERVICE (SOUTH) |
| RESPONSIBLE FOR: | Deputy Contact Centre Manager Contact Officers, Contact Centre Building |

Main Purpose of the Job:

- To have operational management responsibility for a contact service to children in care.
- To advise, support and directly supervise a team of contact officers working within the contact team.
- To develop a service that :-
 1. promotes the involvement, well-being and protection of children & young people
 2. encourages parents to interact with and take care of their child/children and provide them with a stimulating environment.
 3. assesses risk which may be harmful for a child regarding contact and take avoidant action wherever necessary
 4. Achieves the best possible experience of contact for children in care.

Main Duties/Responsibilities:

Trafford Children and Young People's Service is committed to improving quality of life outcomes and safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

1. Ensure that practice serves to continuously improve the quality of life outcomes for children and young people in care by:



Trafford CYPS brings together council and health services to improve outcomes for children, young people, their families and schools.

- Providing a quality and flexible supervised contact service to children in the care of the Local Authority.
 - Co-ordinating the contact needs of children & young people.
 - Allocating work to contact officers.
2. Under the guidance of the Head of Area ensure the development of processes for continuously improving the quality of services by:
- Encouraging reflective professional practice in others through your own behaviour and management style.
 - Assessing evidence and the experiences of team members to understand the needs of children in care and prioritise activities on the basis of evidence and evaluation.
 - Ensuring that practice works towards achieving the overall service objectives and performance indicators.
 - Implementing a robust system of monitoring to ensure that manual and electronic record keeping and report writing is of high quality and is in accordance with the case recording policy and is undertaken within the required timescales
 - Attending and/or chairing Strategy/Review and Case Conferences as required
3. Ensure that the Contact Team's business operations are effective and efficient by:
- Assisting in the safe recruitment of staff through robust selection and interview procedures in line with the respective human resources policies and procedures of the employing bodies
 - Organising your own and others time, setting rotas, taking into account leave and training to ensure a reliable service is delivered.
 - Ensuring the staff that you supervise have a current Personal Development Review and that this is linked to operational and strategic objectives of the Family Support Service/Children in Care Service and that learning and development plans are linked to competencies
 - Implementing the Council, PCT and Healthcare Trust policies on sickness absence, grievance and discipline when required
 - Operating safely within the workplace with regard to the Council, PCT and Healthcare Trust health and safety policies, procedures

and safe working practices and being responsible for your own health and safety and assist the Area Head of Service in ensuring the health and safety of staff within the Contact Centre

4. Ensure that services for children, young people and families are accessible and that stakeholders are fully engaged and participate in the development and improvement of services by:
 - Working within the appropriate Council, PCT and Healthcare Trust Equalities and Diversity policies, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications
 - Communicating effectively on complex and sensitive issues and working effectively with others to maintain good working relationships including the ability and knowledge to use different methods of intervention with families to educate, facilitate and provide change within contact where necessary.
5. Providing effective leadership within the service by:
 - Developing a supportive practice that promotes the involvement, well-being and protection of children & young people.
 - Providing specialist advice to contact centre staff, social workers and the Court where appropriate , in respect of safeguarding, permanency planning and attachment.
 - Developing and participating in parental courses to support and encourage parents to interact with and care for their children in a stimulating environment often in varied and difficult circumstances.
6. Identifying your training and development needs with your manager and taking an active part in your Personal Development and Review Plan. Accessing development opportunities as they arise and sharing learning with others and actively encouraging a learning environment and development within others
7. Working at all times within the established policies and practices of the Council, PCT and Healthcare Trust
8. Adhering to the appropriate Council, PCT and Healthcare Trust policies and procedures on confidentiality and the management and sharing of information
9. Undertaking any other responsibilities and duties commensurate with the grade of the post as required by the Area Head of Service

Standard Statements

Health and Safety

Each of the partner agencies sets out their employees responsibilities for ensuring that they operate safely within the workplace with regard to the appropriate Health and Safety legislation, guidance and procedures and that employees are responsible for their own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Equalities and Diversity policies of the multi-agency service, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Trafford Children and Young People's Service's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the multi-agency.

Confidentiality

Each of the partner agencies sets out their employees responsibility for ensuring the confidentiality of any information relating to service users and for complying with all the requirements of the Data Protection Act whilst carrying out the duties of the post. Any breaches in confidentiality will be dealt with in line with the employers Disciplinary Procedure and may result in dismissal.

External Interests

Each of the partner agencies sets out their employees responsibility for ensuring that any external interest they have does not conflict with the duties of their post and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict of interest.

Mandatory Training

To undertake any mandatory training as required and ensure that any legal training requirements are complied with.

Safeguarding Children

Trafford Children & Young People's Service is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Multi-agency Working

Trafford Children and Young People's Service is currently undergoing major strategic and operational change as part of the 'Every Child Matters' Agenda to improve outcomes for Children and Young People. This requires Multi-Agency working with partner organisations in order to deliver a more integrated service. As a result of this the nature of individual jobs may change. Existing duties may be lost and other duties gained without changing the level of responsibility entailed. Post holders will be consulted at the appropriate time should changes to an individual's post be necessary.

Disclosure of Criminal Background (if applicable)

All employers are required to check with the Criminal Records Bureau the possible criminal background of staff and volunteers who apply to work with, or will have access to information about, children and young people or vulnerable service users.

If it is a requirement of the post that such a check be undertaken, successful applicants will be asked to complete and sign a Disclosure Form giving permission for the screening to take place. Having a criminal record will not necessarily bar you from working within Trafford Children and Young People's Service. This will depend on the nature of the position and the circumstances and background of any offences.

Please note applicants refusing to sign the form or failing to disclose any convictions will not be progressed further.

PERSON SPECIFICATION

JOB TITLE: CONTACT CENTRE MANAGER

DEPARTMENT: CHILDREN AND YOUNG PEOPLE'S SERVICE

GRADE: BAND 9

STAGE ONE: Disabled candidates are guaranteed an interview if they meet the essential criteria

| MINIMUM ESSENTIAL REQUIREMENTS | METHOD OF ASSESSMENT * |
|--|------------------------|
| 1. Qualifications/Training etc. | |
| <ul style="list-style-type: none"> • Recognised professional qualification in Early Years e.g. NNEB or equivalent | A/C |
| <ul style="list-style-type: none"> • Evidence of continued professional and personal development | A/C |
| <ul style="list-style-type: none"> • There is an expectation that the Contact Centre Manager will have a management qualification or a commitment to undertake this training within an agreed timescale after appointment | A/C |
| 2. Experience | |
| <ul style="list-style-type: none"> • At least 3 years experience of working in a children's & young people's social care setting particularly focusing on work within Early Years, infants and younger children | A |
| <ul style="list-style-type: none"> • Experience of dealing with child protection enquiries and working with children and young people in care | A/I |
| <ul style="list-style-type: none"> • Experience of Court proceedings and Court craft | A/I |
| <ul style="list-style-type: none"> • Experience of multi agency working and networking | A/I |
| <ul style="list-style-type: none"> • Experience of staff or student supervision | A/I |
| <ul style="list-style-type: none"> • Experience of running groups offering parenting programmes such as Incredible Years / Escape | A/I |

| | |
|--|--|
| 3. Knowledge | |
| <ul style="list-style-type: none"> Detailed working knowledge and experience of working in relation to Child Protection and of Working Together 2006 and local Multi Agency Child in Need/Child Protection procedures Detailed working knowledge and experience of attachment theory relating to children Detailed knowledge of Child Development and understanding of the diverse needs of children, young people and families Broad understanding of key legislation, regulations, guidance and frameworks in relation to Children in Care | A/C/I A/I A/I A/I |
| 4. Skills & Abilities | |
| <ul style="list-style-type: none"> Good communication skills – written, verbal and listening skills Ability to build partnerships with children and young people and families Ability to build partnerships with a wide range of professionals, external partners and stakeholders Conflict resolution skills Ability to work in a team and support colleagues Operational skills - ability to assess and manage risks Ability to organise and prioritise work within appropriate timescales when under pressure Understanding and commitment to improve the quality of life outcomes for children and young people, particularly those who are most vulnerable and at risk and ensuring services are accessible by all Commitment to the integration of services for children and young people | A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I |
| 5. Work Related circumstances | |
| This post has been designated an essential car user post. Applicants should have a full current driving licence and access to transport | |

*** Method of Assessment**

A = Application form, **C** = Certificate, **E** = Exercise, **I** = Interview, **P** = Presentation, **T** = Test, **AC** = Assessment centre

"Trafford CYPS actively seeks to recruit people currently under represented in the workforce. This includes people from ethnic minority groups, those with mental ill health and physical disability".



JOB DESCRIPTION

JOB TITLE: DEPUTY CONTACT CENTRE MANAGER

GRADE: Band 7

RESPONSIBLE TO: CONTACT CENTRE MANAGER

RESPONSIBLE FOR: Contact Officers and Contact Centre Building

Main Purpose of the Job:

- To assist and deputise for the Contact Centre Manager in managing and delivering a contact service for children in care.
- To advise, support and directly supervise a team of contact officers working within the contact team.
- To assist in the development of the Contact Service which :-
 - a) promotes the involvement, well-being and protection of children & young people
 - b) encourages parents to interact with and take care of their child/children and provide them with a stimulating environment.
 - c) assesses risk which may be harmful for a child regarding contact and take avoidant action wherever necessary
 - d) Achieves the best possible experience of contact for children in care.



Trafford Children and Young People's Service brings together council and health services to improve outcomes for children, young people, their families and schools.

Main Duties/Responsibilities:

Trafford Children and Young People's Service is committed to improving quality of life outcomes and safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

1. Ensure that practice serves to continuously improve the quality of life outcomes for children and young people in care by:
 - Providing a quality and flexible supervised contact service to children in the care of the Local Authority.
 - Building professional relationships with children, young people, parents and carers and other agencies
 - Co-ordinating the contact needs of children and young people.
 - Allocating work to contact officers.
 - Providing specialist advice to contact centre staff, social workers and the Court where appropriate , in respect of safeguarding, permanency planning and attachment.
 - Developing and delivering parenting programmes to promote change in parenting styles and encouraging positive interaction by parents with their children
 - Leading and facilitating parenting and attachment assessments and providing a written report

2. Under the guidance of the Contact Centre Manager ensure the development of processes for continuously improving the quality of services by:
 - Encouraging reflective professional practice in others through your own behaviour and management style.
 - Assessing evidence and the experiences of team members to understand the needs of children in care and prioritise activities on the basis of evidence and evaluation.
 - Ensuring that practice works towards achieving the overall service objectives and performance indicators.

- Implementing a robust system of monitoring to ensure that manual and electronic record keeping and report writing is of high quality and is in accordance with the case recording policy and is undertaken within the required timescales
 - Attending Strategy/Review and Case Conferences as required
3. Ensure that the Contact Team's business operations are effective and efficient by:
- Acting in a deputising role for the Contact Centre Manager when required, giving clear direction and support to staff
 - Taking part in a management rota to assist and ensure the safety of staff working early evening and at weekends
 - Assisting the Contact Centre Manager in the safe recruitment of staff through robust selection and interview procedures in line with the respective human resources policies and procedures of the employing bodies
 - Organising your own and others time, setting rotas, taking into account leave and training to ensure a reliable service is delivered.
 - Ensuring the staff that you supervise have a current Personal Development Review and that this is linked to operational and strategic objectives of the Family Support Service/Children in Care Service and that learning and development plans are linked to competencies
 - Implementing the Council's policies on sickness absence, grievance and discipline when required
 - Operating safely within the workplace with regard to the Council, PCT and Healthcare Trust health and safety policies, procedures and safe working practices and being responsible for your own health and safety and assist the Contact Centre Manager in ensuring the health and safety of staff within the Contact Centre
4. Ensure that services for children, young people and families are accessible and that stakeholders are fully engaged and participate in the development and improvement of services by:
- Working within the Children and Young People's Service Equalities and Diversity policies, embracing through personal example, an open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications

- Communicating effectively on complex and sensitive issues and working effectively with others to maintain good working relationships including the ability and knowledge to use different methods of intervention with families to educate, facilitate and provide change within contact where necessary.
5. Identifying your training and development needs with your manager and taking an active part in your Personal Development and Review Plan. Sharing learning with others and actively encouraging a learning environment and development within others.
 6. Working at all times within the established policies and practices of the Council, PCT and Healthcare Trust.
 7. Adhering to Trafford's Children and Young People's Service policies and Procedures on confidentiality and the management and sharing of information
 8. Undertaking any other responsibilities and duties commensurate with the grade of the post as required by the Contact Centre Manager

Standard Statements

Health and Safety

Each of the partner agencies sets out their employees responsibilities for ensuring that they operate safely within the workplace with regard to the appropriate Health and Safety legislation, guidance and procedures and that employees are responsible for their own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Equalities and Diversity policies of the multi-agency service, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Trafford Children and Young People's Service's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the multi-agency.

Confidentiality

Each of the partner agencies sets out their employees responsibility for ensuring the confidentiality of any information relating to service users and for complying with all the requirements of the Data Protection Act whilst carrying out the duties of the post. Any breaches in confidentiality will be dealt with in line with the employers Disciplinary Procedure and may result in dismissal.

External Interests

Each of the partner agencies sets out their employees responsibility for ensuring that any external interest they have does not conflict with the duties of their post and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict of interest.

Mandatory Training

To undertake any mandatory training as required and ensure that any legal training requirements are complied with.

Safeguarding Children

Trafford Children & Young People's Service is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Multi-agency Working

Trafford Children and Young People's Service is currently undergoing major strategic and operational change as part of the 'Every Child Matters' Agenda to improve outcomes for Children and Young People. This requires Multi-Agency working with partner organisations in order to deliver a more integrated service. As a result of this the nature of individual jobs may change. Existing duties may be lost and other duties gained without changing the level of responsibility entailed. Post holders will be consulted at the appropriate time should changes to an individual's post be necessary.

PERSON SPECIFICATION

JOB TITLE: DEPUTY CONTACT CENTRE MANAGER

DEPARTMENT: CHILDREN AND YOUNG PEOPLE'S SERVICE

GRADE: BAND 7

STAGE ONE: Disabled candidates are guaranteed an interview if they meet the essential criteria

| MINIMUM ESSENTIAL REQUIREMENTS | METHOD OF ASSESSMENT * |
|--|--|
| 1. Qualifications/Training etc. | |
| <ul style="list-style-type: none"> • Recognised professional qualification in Early Years e.g. NNEB or equivalent | A/C |
| <ul style="list-style-type: none"> • Evidence of continued professional and personal development | A/C |
| 2. Experience | |
| <ul style="list-style-type: none"> • At least 3 years experience of working in a children and young people's social care setting particularly focusing on work within Early Years, infants and younger children • Experience of dealing with child protection enquiries and working with children and young people in care • Experience of Court proceedings and Court craft • Experience of multi agency working and networking • Experience of staff or student supervision • Experience of running groups offering parenting programmes such as Incredible Years / Escape • Experience of undertaking parenting assessments/attachment assessments | <p>A</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> |

| | |
|---|---|
| 3. Knowledge | |
| <ul style="list-style-type: none"> Detailed working knowledge of Working Together 2010 Detailed working knowledge of attachment theory relating to children Detailed knowledge of Child Development and understanding of the diverse needs of children, young people and families Broad understanding of key legislation, regulations, guidance and frameworks in relation to Children in Care | A/C/I/P A/I A/I/P A/I |
| 4. Skills & Abilities | |
| <ul style="list-style-type: none"> Good communication skills – written, verbal and listening skills Ability to build partnerships with children and young people and families Ability to build partnerships with a wide range of professionals, external partners and stakeholders Conflict resolution skills Ability to work in a team and support colleagues Ability to assess and manage risk Ability to organise and prioritise work within appropriate timescales when under pressure | A/I/P A/I A/I A/I A/I A/I A/I |
| 5. Work Related circumstances | |
| This post has been designated an essential car user post. Applicants should have a full current driving licence and access to transport | Driving licence |
| DESIRABLE REQUIREMENTS | |
| 1. A management qualification or a commitment to undertake this training within an agreed timescale after appointment | A/I |

*** Method of Assessment**

A = Application form, **C** = Certificate, **E** = Exercise, **I** = Interview, **P** = Presentation, **T** = Test, **AC** = Assessment centre

"Trafford CYPS actively seeks to recruit people currently under represented in the workforce. This includes people from ethnic minority groups, those with mental ill health and physical disability".

Created by: Katherine Mackay Area Head of Service Family Support 10 May 2010



JOB DESCRIPTION

| | |
|-----------------|-------------------------------------|
| JOB TITLE: | Contact Officer |
| DEPARTMENT: | Children and Young People's Service |
| GRADE: | Band 3 |
| RESPONSIBLE TO: | Contact Centre Manager |

Main Purpose of the Job:

To supervise contact between children, young people and their family members or significant others.

Main Duties and Responsibilities :

- Supervise contact between children, young people and their family members or significant others
- To encourage and support parents, family members and significant others in their interaction with the child
- To use a range of interventions to improve the quality of contact for children in care
- To record the supervision of contact and provide an evidence based analysis which assists in identifying the needs of the children and care planning



Trafford CYPS brings together council and health services to improve outcomes for children, young people, their families and schools.

- To maintain up to date manual and electronic records in line with the case recording policy.
- To take part in reviews, case conferences, core group meetings as necessary and to provide written and verbal information and advice.
- To contribute to core assessments
- To escort children from school and to appointments when appropriate.
- To communicate and to work with other professionals, agencies and organisations to meet the needs of children and families using the service.
- To be an active member of the team, working together to ensure that a high quality service is delivered.
- To assist, when required, in undertaking attachment assessments.
- To assist with the delivery of parenting programmes when required.
- If required, to attend Court to give evidence on the nature of contact, the level of attachment and the relationship between the child and parent/significant other.

Standard Statements

Health and Safety

To operate safely within the workplace with regard to the health and safety policies, procedures and safe working practices of the multi-agency. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Equalities and Diversity policies of the multi-agency service, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Children and Young People's Service's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the multi-agency.

Confidentiality

To adhere to the multi-agency policies and procedures on confidentiality and the management and sharing of information.

Safeguarding Children

Trafford Children and Young People's Service is committed to improving quality of life outcomes and safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful candidate will be subject to an Enhanced Disclosure by the Criminal Records Bureau.

Multi-agency Working

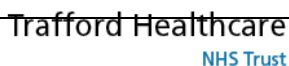
The Children and Young People's Service is currently undergoing major strategic and operational change as part of the 'Every Child matters' Agenda to improve outcomes for Children and Young People. This requires multi-agency working with partner organisations in order to deliver a more integrated service. As a result of this the nature of individual jobs may change. Existing duties may be lost and other duties gained without changing the level of responsibility entailed. Postholders will be consulted at the appropriate time should changes to an individuals post be necessary.



PERSON SPECIFICATION

STAGE ONE: Disabled candidates are guaranteed an interview if they meet the essential criteria

| MINIMUM ESSENTIAL REQUIREMENTS | METHOD OF ASSESSMENT * |
|---|---|
| 1. Experience | |
| <ul style="list-style-type: none"> ▪ One to two years experience of working with children and families in a professional setting ▪ Experience of multi agency working ▪ Anti discriminatory practice | <p align="center">A / I</p> <p align="center">A / I</p> <p align="center">A / I</p> |
| 2. Knowledge and Understanding | |
| <ul style="list-style-type: none"> ▪ Understanding of children’s developmental needs and the parenting task ▪ Understanding of attachment theories in relation to children in care ▪ A knowledge and understanding of information sharing and the duty of confidentiality. | <p align="center">A / I</p> <p align="center">A / I</p> <p align="center">A / I</p> |
| 3. Skills and Abilities | |
| <ul style="list-style-type: none"> ▪ Ability to work effectively with children and families in varied and difficult circumstances | <p align="center">A / I</p> |



Trafford CYPS brings together council and health services to improve outcomes for children, young people, their families and schools.

| | |
|--|---|
| <ul style="list-style-type: none"> ▪ Ability to communicate with families, children and other agencies both verbally and in writing ▪ Ability to learn and understand different methods of interventions with children and families to educate, facilitate and promote changes within contact sessions ▪ Ability to work independently and use initiative to problem solve appropriately ▪ Ability to work as a team member and co-operate in covering each others work and supporting each others development ▪ Good organisational skills ▪ High level of literacy and numeracy skills | <p style="text-align: center;">A / I</p> <p style="text-align: center;">A / I</p> <p style="text-align: center;">A / I</p> <p style="text-align: center;">A / I</p> <p style="text-align: center;">A / I</p> <p style="text-align: center;">A/T</p> |
| <p>4. Work Related Circumstances</p> | |
| <p>This post has been designated as an Essential Car User post. Applicants should have a full current driving licence and access to transport.</p> <p>The nature and demands of the post holder's time is not always predictable and there will be an expectation that workers will be required to work evenings up to 6.30pm and two Saturdays a month between 10.00am and 5.00pm</p> <p>An unsocial allowance of 3% of the basic salary will be paid for working 10% of contracted hours at weekends.</p> | |

*** Method of Assessment**

A = Application form, **C** = Certificate, **E** = Exercise, **I** = Interview, **P** = Presentation, **T** = Test, **AC** = Assessment centre

Created by Katherine Mackay

Date 10 May 2010



JOB DESCRIPTION

JOB TITLE: Family Aide

DEPARTMENT: Children & Young People's Service

GRADE: Band 3

DIRECTLY RESPONSIBLE TO: Operations Manager (Social Care) or Area Team Leader – Social Care

Main Purpose of the Job:

- To provide a practical service to families with children to help prevent the need to receive children into care and help return looked after children home.
- To provide the team with an additional resource that can be used flexibly in the Department's dealings with children and their families.

Authority to undertake the job:

- To work within the policy of the council, and the authority delegated to the Director of Children and Young People's Service, as outlined in Departmental guidelines.
- To accept full responsibility for carrying out the tasks outlined.



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Main Duties:

- To assist and support families with domestic duties.
- To teach families basic cleaning, cooking and budgeting skills as appropriate
- To encourage families to improve and maintain physical standards within the home.
- To look after children whilst parents attend medical or other appointments
- To accompany children to nursery/school or other appointments
- To provide transport and assistance to families to enable them to attend appointments as necessary. This will involve transporting children of all ages and therefore may involve lifting and carrying duties
- To supervise contact between families and children
- To assist with the implementation of agreed programmes of activity, working closely with, and under guidance from, a social worker
- To assist in work in groups, under the guidance of a social worker
- To complete all necessary paperwork
- Without prejudice to the foregoing, to undertake any other duties as directed by the Head of Service (Children and Families), and to operate within such areas of operation as required in the interest of the service.

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Confidentiality

To adhere to the Council's policies and procedures on confidentiality and the management and sharing of information.

Multi-agency Working

The Children and Young People's Service is currently undergoing major strategic and operational change as part of the 'Every Child matters' Agenda to improve outcomes for Children and Young People. This requires multi-agency working with partner organisations in order to deliver a more integrated service. As a result of this the nature of individual jobs may change. Existing duties may be lost and other duties gained without changing the level of responsibility entailed. Post-holders will be consulted at the appropriate time should changes to an individual's post be necessary.

Children & Young People's Service is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment

PERSON SPECIFICATION

JOB TITLE: Family Aide

DEPARTMENT: Children & Young People's Service

GRADE: Band 3

STAGE ONE: Disabled candidates are guaranteed an interview if they meet the essential criteria

| MINIMUM ESSENTIAL REQUIREMENTS | METHOD OF ASSESSMENT * |
|---|------------------------|
| 1. Experience | |
| Recent work-related experience (paid or unpaid) with children and/or families | A/I |
| 2. Knowledge | |
| Child Development | A/I |
| 3. Skills & Abilities | |
| Ability to communicate and work in partnership with children and families | A/I |
| Practical life skills relevant to the post (e.g. cleaning, cooking and budgeting) | A/I |
| Good inter-personal skills | A/I |
| Non-judgemental | A/I |
| Flexible | A/I |
| Personal Organisation Skills | A/I |
| Good literacy and numeracy skills | A/T |
| 4. Work Related Circumstances | A/I |
| This post has been designated as an Essential Car User post. Applicants should have a full current driving licence and access to transport. | |

STAGE TWO: Will only be used in the event of a large number of applicants meeting the minimum essential requirements

| ADDITIONAL REQUIREMENTS | METHOD OF ASSESSMENT * |
|---|------------------------|
| 1. Qualifications/Training etc. | |
| Educated to G.C.S.E level or equivalent | A/I |
| 2. Experience | |
| Experience of work in social care | A/I |

*** Method of Assessment**

A = Application form, **C** = Certificate, **E** = Exercise, **I** = Interview,
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Updated 10 May 2010 by Katherine Mackay

Appendix B

Trafford Children and Young People's Multi-Agency Service

Ring-Fenced Candidate Details and Employment History

Please tick your preference (if more than one please indicate your order of preference with by placing number, 1,2 ,3 or 4 in bracket after post);

Contact Officer () **Family Aide (North)** ()

Family Aide (West) () **Family Aide (South)** ()

Personal Details

| | |
|--|--|
| Surname/Family Name | |
| First Names | |
| Name in which you are registered with a professional body (if applicable) | |
| Title | |
| If you have a disability do you require any specific arrangements to enable you to attend for interview? | |
| <input type="checkbox"/> Yes <input type="checkbox"/> No Double click <input type="checkbox"/> boxes and click on `checked` to insert <div style="text-align: center; margin-top: 10px;"><input checked="" type="checkbox"/></div> | |
| If yes, please supply details below; | |
| | |

Details entered in this part of the form will be held in the HR department of the TMBC CYPS and will be made available to the Interview panel

Education & Professional Qualifications

| Include in this section all the relevant qualifications. Please also indicate subjects currently being studied. | | | |
|--|----------------|--------------|------|
| Subject/Qualification | Place of Study | Grade/result | Year |
| | | | |
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| | | | |

Training Courses Attended

| Include in this section any relevant training courses that you have attended or details of courses that you are currently undertaking. | | | |
|---|-------------------|----------|----------------|
| Course Title | Training Provider | Duration | Date Completed |
| | | | |
| | | | |
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Employment History

Please record below the details of your current post

| | | | |
|---|--|--|--|
| Employer Name | | | |
| Job Title | | | |
| Start Date | | | |
| Description of your duties and responsibilities | | | |
| | | | |

Previous Employment

Please record below the details of your relevant previous employment beginning with the most recent first.

Previous Post / Employer 1

| | | | |
|---|--|---------|--|
| Employer Name | | | |
| Address | | | |
| Job Title | | Grade | |
| From Date | | To Date | |
| Reason for Leaving | | | |
| | | | |
| Description of your duties and responsibilities | | | |
| | | | |

Previous Post / Employer 2

| | | | |
|---|--|---------|--|
| Employer Name | | | |
| Address | | | |
| Job Title | | Grade | |
| From Date | | To Date | |
| Reason for Leaving | | | |
| | | | |
| Description of your duties and responsibilities | | | |
| | | | |

DECLARATION

The information in this form is true and complete. I agree that any deliberate omissions, falsification or misrepresentation in the application form will be grounds for disciplinary action.

| | | | |
|----------------------------------|--|------|--|
| I agree to the above declaration | | | |
| Signature | | | |
| Name | | Date | |



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MONITORING INFORMATION

This section of the application form will be detached from your application form and will be used for monitoring purposes only.

| | |
|-----------------|---|
| * Date of Birth | |
| * Gender | <input type="checkbox"/> Male this <input type="checkbox"/> Female <input type="checkbox"/> I do not wish to disclose |

Race relations (Amendment) Act 2000

| | | |
|---|---|--|
| * I would describe my ethnic origin as: | | |
| <p>Asian or Asian British</p> <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Any other Asian background | <p>Mixed</p> <input type="checkbox"/> White & Asian <input type="checkbox"/> White & Black African <input type="checkbox"/> White & Black Caribbean <input type="checkbox"/> Any other mixed background | <p>Other Ethnic Group</p> <input type="checkbox"/> Chinese <input type="checkbox"/> Any other ethnic group |
| <p>Black or Black British</p> <input type="checkbox"/> African <input type="checkbox"/> Caribbean <input type="checkbox"/> Any other Black background | <p>White</p> <input type="checkbox"/> British <input type="checkbox"/> Irish <input type="checkbox"/> Any other White background | <input type="checkbox"/> I do not wish to disclose this |

Employment Equality Regulations 2003

| | | |
|--|--|--|
| * Please select the option which best describes your sexuality | | |
| <input type="checkbox"/> Lesbian <input type="checkbox"/> Gay <input type="checkbox"/> Bisexual | <input type="checkbox"/> Heterosexual <input type="checkbox"/> I do not wish to disclose this | |
| * Please indicate your religion or belief | | |
| <input type="checkbox"/> Atheism <input type="checkbox"/> Buddhism <input type="checkbox"/> Christianity <input type="checkbox"/> Islam | <input type="checkbox"/> Jainism <input type="checkbox"/> Sikhism <input type="checkbox"/> Other | <input type="checkbox"/> Judaism <input type="checkbox"/> Hinduism <input type="checkbox"/> I do not wish to disclose this |

Disability Discrimination Act 1995

The Disability Discrimination Act protects disabled people. This includes people with long-term health conditions. If you tell us that you have a disability we can make reasonable adjustments to where you work and your work arrangements and at interview.

| | | |
|---|---|---|
| * Do you consider yourself to have a disability? | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> I do not wish to disclose this information |
| Please state the type of impairment which applies to you. People may experience more than one type of impairment, in which case you may indicate more than one. If none of the categories apply, please mark 'other'. | | |
| <input type="checkbox"/> Physical Impairment <input type="checkbox"/> Sensory Impairment <input type="checkbox"/> Mental Health Condition | <input type="checkbox"/> Learning <input type="checkbox"/> Long-standing illness <input type="checkbox"/> Other | |