

Job description for North Somerset Child Contact Centres. Accredited by NACCC and managed by the Diocese of Bath and Wells Mother's Union

A Child Contact Centre is a place where parents who are separated and no longer live with their children can see them in a safe, child focused, welcoming environment. The service is required when the parents' relationship has broken down and they cannot organise the contact between themselves.

A co-ordinator is required to facilitate the operation of both Nailsea and Clevedon Contact Centres which each run one session per month.

Co-ordinator job description:

- To attend and supervise each contact centre session, or if absent to arrange for a suitably trained deputy to do so.
- To maintain, train and supervise a team of volunteers to assist with the running of the contact centre, and to prepare a rota for staffing sessions.
- To receive new applications from families wishing to use the contact centre and to assess their suitability.
- To liaise with existing families using the contact centre and to deal with any difficulties which arise, including processing any complaints.
- To oversee safeguarding processes to ensure that children and families, and volunteers are kept safe.
- To ensure that contact centres are run in accordance with National Association of Child Contact Centres (NACCC) guidelines. To attend NACCC co-ordinator training every 3 years and to complete an online Statistics Survey for NACCC quarterly.
- To complete administrative tasks as necessary, and to deal with families or their representatives by phone, email or in person.
- To attend Management Committee meetings twice yearly, to share information as appropriate in a report, so decisions can be made and implemented for the smooth running of the service.
- To ensure that personal information and data are safeguarded and treated in accordance with the Data Protection Act.

Essential Skills:

- Ability to lead and manage a small team of volunteers,
- A confident and professional approach to working with families and their representatives.
- Ability to act calmly and professionally in situations where there maybe conflict.
- Good communication skills in person, in writing, by telephone and e-mail.

- Competent in completing administrative tasks including a basic working knowledge of Microsoft Word and Excel.
- Ability to demonstrate an understanding of safe working practices, risk assessment and risk management.
- Knowledge and understanding of relevant legislative provisions and statutory guidance including GDPR and child protection. Training to be given.

Remuneration:

£60 per session plus expenses. This includes all tasks as outlined above.

Location and hours:

1st Saturday of the month 2-4pm Christchurch Clevedon.

3rd Saturday of the month 2-4pm Christ Church Nailsea.

Recruitment process:

- DBS checks will be taken before working with the families.
- References will be sought prior to taking up the role.
- Induction and full training to be given by the current co-ordinators before they stand down.

Application:

To show your interest in the above post please forward a CV to –
mu@bathwells.anglican.org

For further information please contact -

nsomcontactcentre@gmail.com or ring - 07749 712699

Closing date for applications: **26th October 2024**