

## Job Description

<b>Job Title</b>	Supervised Family Time Coordinator
<b>Directorate</b>	Children and Young People's Services
<b>Service Area</b>	Children's Social Care
<b>Grade</b>	6
<b>Competency Level</b>	2
<b>Salary</b>	£35,412 – £39,862
<b>Job Type</b>	Hybrid
<b>Location</b>	City Wide
<b>Disclosure and Barring Service (DBS)</b>	Basic
<b>Job Evaluation Ref No.</b>	R5971

## Job Purpose

The Supervised Family Time Coordinator will work closely and in partnership with the commissioned providers of Supervised Family Time Services for Liverpool City Council to ensure the terms of the contract are adhered to and good quality standards of Supervised Family Time services for children and young people are maintained.

The Supervised Family Time Coordinator will contribute to the overall reduction in expenditure in respect of Supervised Family Time Services by ensuring robust



coordination, oversight, and review of all cases referred to the service for Supervised Family Time.

### **Directly Responsible For:**

Not applicable

### **Directly Responsible To:**

Team Manager / Deputy Team Manager

### **Main Areas of Responsibility:**

- Day to day management of Supervised Family Time referrals to ensure allocation within agreed timescales
- Oversight of contract compliance in respect of externally commissioned service provider
- Prepare and produce high quality informative statistical / data reports, monthly, quarterly, and annual performance data reports within agreed
- Monitor and report on expenditure against allocated budget
- Recording and processing referrals ensuring they are allocated by the commissioned provider in a timely fashion
- Working in close partnership with commissioned provider to ensure all elements of the contract are adhered to
- Maintaining appropriate records of work undertaken and carry out required administration processes and procedures
- Coordinate risk management meetings for cases where a Risk Management plan is required in order to ensure that Supervised Family Time is managed and facilitated in a manner which ensures the safety of children, young people, parents, carers, and staff
- Identify high cost sessions, review, and explore ways of managing costs down where possible and appropriate

- Prepare and deliver briefing sessions for Foster Cares & Social Workers
- Ensure complaints are responded to in a timely fashion by following LCC's complaints procedures, whilst liaising closely with the commissioned provider to ensure a full and thorough investigation into the complaint
- Arrange and attend regular contract monitoring meetings with commissioned service provider, produce minutes of the meeting ensuring agreed actions are followed up
- Comply with all policies, procedures and good practice guidelines relating to General Data Protection Regulations
- Undertake regular quality assurance audits of the commissioned provider covering all aspects of the contract for example: the quality of records, complaints procedures, timeliness of responding to complaints, quality of venues, and feedback from children, young people, parents, carers
- Listen to, hear, observe, record, and respond to the voice / daily lived experience of children, young people, and their families, placing them at the centre of practice and performance
- Establish positive working relationships with service users and actively engage them through consultation, participation, and partnership
- Make use of Information Technology as required by the City Council, including the use of word, excel and Liquid Logic
- Prepare for and attend supervision sessions within Liverpool City Council's Supervision Policy
- Make use of all training and developmental opportunities and demonstrate commitment to own continued professional development
- Maintaining an up to date knowledge through training, reading and supervision of the legal framework and responsibilities relevant to the requirements and location of the post
- Work within a performance management framework to carry out duties to the highest standard of professional practice, consistent with all of the City Councils policies, code of practice, vision, aims and values

- Contribute to evaluation and development of services and new ideas by sharing knowledge about theory, skills, and practice with other Children's Services staff, professional groups and interested bodies

## **Supervision and Management Responsibility:**

- No supervisory or line management responsibilities

## **Budget and Financial Responsibility:**

- Monitor financial performance, expenditure of allocated budget and deliver within budget, and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

## **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic, and environmental benefits for the council, residents, and communities

## **Physical Demands of the Job:**

- Ability to commute

## **Corporate Responsibility:**

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally



- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement.
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level: **Level 2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- NVQ Level 3 Health and Social Care (Children's) or equivalent experience in a related field of work (A/I)
- A commitment to undertaking further training and development (I)

## Experience

### Essential

- Experience of work with children, young people, and families in a social care setting (A/I)
- Knowledge of child protection procedures, relevant childcare and other related legislation (A/I)
- An understanding of achieving service objectives within a performance management framework (A/I)
- Knowledge and understanding of the needs of children and young people and the impact of separation from their family (A/I)

## Skills/Abilities

### Essential

- Ability to communicate effectively with children, young people, families, carers, stakeholders, key partner agencies and other professions in a wide range of situations and on all levels (A/I)
- ICT Competent – Good written skills and the ability to monitor, collate and analyse data, develop systems, use excel spreadsheets and produce high level reports. Ability to maintain records, prepare and produce detailed reports and management information within the requirements of the City Councils record keeping and communication policies (A/I)
- High level of organisational skills. Ability to work under pressure, meet deadlines, prioritise, and use own initiative (A/I)
- Ability to demonstrate & promote a commitment to equalities & anti-oppressive practice (A/I)

## Commitment

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

## Other

### Essential

- To work flexibly outside of usual office hours if required (I)
- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level.



## Desirable

- Use of a car for work purposes is desirable for which casual mileage will be paid