



Job Title: Senior Contact & Escort Organiser (Deputy Manager)

Grade: Grade C

Reporting to: Team Manager

Context

Birmingham Children's Trust employs circa. 1,900 staff and has an operating budget of approx. £200m per annum.

- Local population: 1,100,000.
- 32.4% of children are living in poverty (against an England average of 20%)
- Infant mortality is significantly higher than the average (in Birmingham it is 6.7 per 1,000 live births compared to the England average of 4.1 per 1,000)

Our Vision for Birmingham Children's Trust

'Working Together to make Birmingham the greatest city to grow up in'

The sole purpose of Birmingham Children's Trust is to make a positive difference for children, young people and families in the city, by driving up the quality of practice and partnerships across the city and its services.

'We give our best, so young people achieve their best'

Our Values:

ONE TEAM
ACCOUNTABILITY AND RESPONSIBILITY
QUALITY AND INNOVATION
RELATIONSHIPS
HIGH SUPPORT HIGH CHALLENGE

Birmingham Children's Trust Leadership team comprises four Executive Directors; Chief Executive, Director of Practice, Director of Commissioning & Corporate Parenting and Director of Finance & Resources who are responsible for leading and managing the Trust to be an autonomous and high performing organisation, ensuring services are aligned to deliver the Trust's strategic objectives, business plan and for providing expert advice to the Board.

1. **Scope and Purpose of Role**

- 1.1 Responsible for supervising and managing practice for area contact service.
- 1.2 Ensuring the quality and standards of practice in the Contact Service.
- 1.3 Ensuring effective use of all delegated resources, both internal and external.

2. **Corporate Accountabilities**

- 2.1 Provide effective management support and individual supervision and guidance to Contact Workers.
- 2.2 Deploy the use of contact workers and contact venues to ensure the effective use of resources to meet the contact requirements.
- 2.3 Ensure the allocation of work within the service meets the needs of customers/service users.
- 2.4 Ensure that contact is undertaken in a manner which is child centred and consistent with agreed procedures and good practice.
- 2.5 Ensure that Contact Workers have an appropriate work programme and that their timesheets and mileage claims are approved.
- 2.6 To advise and support Contact Workers in responding to safeguarding issues and ensuring they are reported to the responsible social worker.
- 2.7 Ensure that Contact Workers complete reports on contacts undertaken and that these are sent onto the responsible social worker.
- 2.8 Ensure there is an effective working relationship with the Area Social Work Team.
- 2.9 To maintain a data base of contacts and ensure that appropriate performance management information is collected, collated and reported.
- 2.10 Assist in the recruitment and selection of staff.
- 2.11 Undertake any other duties commensurate with the post or needs of the service as necessary.

3. **Supervision Received**

3.1 **Supervising Officer Job Title**

Team Manager

Level of Supervision

Left to work within established guidelines subject to scrutiny by supervisor.

5. **Supervision Given** (excludes those who are indirectly supervised i.e. through others).

Post Title	Grade	No. of Posts	Level of Supervision
Senior Contact Worker	GR2	10	Regularly supervised with work checked by supervisor.

6. **Special Conditions**

- This vacancy is exempt from the Rehabilitation of Offenders Act
- A Disclosure and Barring Services/ISA checks will be undertaken

Birmingham Children's Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment

Observance of the Birmingham Children's Trust **Equal Opportunities Policy** will be required.