

## **Job Description**

The CCC Coordinator is employed by Abington Avenue United Reformed Church (AAURC) to oversee the day-to-day running of the Child Contact Service, to manage the administrative systems associated with the contact sessions and to collate relevant statistical data. The post holder will ensure that all statutory obligations are met with regard to safeguarding of children and vulnerable adults during the operation of the service and that the service is safe, efficient and of high quality. The Coordinator reports to and is supported by the CCC Management Team which in turn is responsible to the Elders of AAURC. The AAURC Child Contact Centre is an accredited member of the National Association of Child Contact Centres and as such follows their guidance in matters of policy and procedure.

**The post holder should be in sympathy with the vision and mission of Abington Avenue United Reformed Church.**

### **MAIN RESPONSIBILITIES**

- To be the first point of contact for all referrals and enquiries to the service and undertake all administration resulting from these interactions
- To organise, prioritise and manage workload under your own initiative with a creative and flexible approach.
- To liaise with head of the Management Team in regard to the management and needs of the CCC environment.
- To ensure a safe environment for children and best practice with regard to safeguarding/child protection. The safeguarding of children and vulnerable adults is a priority for this service.
- To plan and provide contact for parents and families in line with court orders, referring agencies and services.
- To complete all risk assessments in relation to visiting families in advance of the commencement of contact sessions.
- To manage the CCC procedures in relation to, referrals, record keeping, statistical returns, and training records for volunteers.
- To attend CCC Management Team meetings and other relevant meetings as required.
- To attend relevant training as agreed with The Management Team
- To ensure the CCC operates in a way as to ensure the implementation of the CCC and NACCC policies in relation to volunteers/practitioners, DBS, Child Protection, Health and Safety, Equal Opportunities, Domestic Violence, Complaints, Confidentiality, Rehabilitation of Offenders and any other relevant policies.
- To keep abreast of national developments via the NACCC website and share information with the Management Team and volunteers as appropriate.
- To liaise with the Management Team to organise and provide training for the volunteers as directed by NACCC.
- To compile and submit the quarterly statistics to NACCC
- To compile and submit the portfolio of evidence for reaccreditation to NACCC (every three years)
- To ensure that the Policies are reviewed at least annually.
- To comply with GDPR ensuring that deleting, archiving, storage and back up systems are regularly and correctly performed.
- To act as advocate for the service and represent its aims and ideals. To contribute to the production of advertising materials and the website to promote the service to funders, families, professionals and other stakeholders.
- To apply for the CAF/CASS grant annually.

*In addition to the job set out in this job description the worker may, from time to time, be required to undertake additional or other duties necessary within his or her capabilities and status to meet the needs of the AAURC Child Contact Centre Service.*

## **Person Specification**

### **Qualifications**

**Essential:** GCSE English and Maths – grade C or above.

**Desirable:** Appropriate qualifications or experience of working with children and families NVQ level 3 in childcare/child development.

Experience of working in a similar field.

### **Skills.**

**Essential:** Excellent communication and interpersonal skills.

Ability to provide clear written information

Ability to support families with signposting to appropriate agencies

IT skills (Excel, Outlook, Word)

Knowledge of safeguarding children and child protection, with an understanding of key risk factors.

### **Experience:**

Minimum of one years' experience working with children and families.

Experience of administration and data management

Experience of working in a similar role.

### **Personal Qualities:**

Ability to work closely and non-judgmentally with other people, showing an understanding of boundaries and a commitment to equal opportunities and anti-discriminatory working.

A commitment to the welfare of the child as a priority in the work and decision-making.

Solutions focused, patient and compassionate.

### **COVID-19 considerations:**

Comprehensive precautions are in place in response to COVID 19 including hand sanitising, ventilation and frequent cleaning routines. Contact sessions are running at restricted levels in accordance with current advice