



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Family Time Manager (previously Contact Centre Manager)
Service	Childrens Social Care
Team	The Family Time Service
Location	The Palm Centre
Reports to	Head of Service - Fostering and Residential Homes
Responsible for	Deputy Manager and contact workers
Grade	9
Contract Type	Permanent
Hours	Full-Time

Main Accountabilities	
1.	To take lead responsibility for managing an effective supervised family time contact service on a day-to-day basis, making decisions in the best interest of the service and families accessing the service.
2.	To effectively manage information from families and Social Workers that can present as complex, reacting and responding appropriately.
3.	To manage a deputy and a team of contact workers so that operations are supported.
4.	To work closely with all relevant partners and in particular Social Care and Foster Carers to ensure that family time supports the child's needs.
5.	Create and manage complex risk assessments ensuring updates and new information is considered effectively.
6.	To provide effective supervision of staff in accordance with WBC guidelines.
7.	To oversee and ensure accurate, quality, timely and factual family time reports on relevant systems and to ensure these are available for court, if required.
8.	To manage the operational running of the building, including health and safety compliance, responding to maintenance issues and following statutory health and safety regulations.
9.	To participate in Social Care meetings and chair contact review meetings.
10.	Support the monitoring of The Palm Centre budget to ensure efficiency of resources.





11.	To use effective performance management tools to monitor practice and support service developmental needs.
12.	To follow all policies and procedures and work in accordance with WBC's values to meet the needs of children and families in the Wokingham Borough.
14.	To facilitate staff recruitment and associated processes.
15.	To enable children and their families to experience positive family time in a safe and supported environment.

Person Specification	Essential	Desirable
Education/Qualifications		
Relevant professional qualification (Social Work, Early Years, Parenting) NVQ 4	Yes	
Management qualification		Yes
Experience		
At least 2 years' experience of working with children and families.	Yes	
At least 2 years' experience of working with children who may exhibit high levels of trauma.	Yes	
Proven experience in providing reflective supervision and appraisals to staff. Ability to manage and prioritise competing demands, capacity and to use supervision effectively.	Yes	
Experience of undertaking assessment, critically analysing and formulating plans in partnership with other professionals and families including parenting and other specialist Court assessments.		Yes
Skills/Knowledge		
Firm knowledge and understanding of child protection policies and procedures, and the principles of safeguarding children and young people.	Yes	
Thorough working knowledge of the relevant statutory and regulatory framework.	Yes	
Knowledge and understanding of the needs of disadvantaged	Yes	





or excluded groups in society and an awareness of the Equal Opportunities/Anti-discriminatory practice principles relevant to address these needs.		
Behaviours/Attributes		
Excellent written and verbal communication skills.	Yes	
Ability to work with families in distress demonstrating key listening skills, empathy and resilience.	Yes	

Purpose Details	
Service Purpose	<p>To provide supervised family time to vulnerable children and their families whilst parents/primary carers are in legal proceedings with the local authority.</p> <p>To work with Children and young people (birth to 18) and their families offering family time that is in a nurturing and safe environment whilst maintaining safeguarding and the provision set out by Court Orders.</p>
Role Purpose	<p>To manage and oversee the delivery of supervised family time for children in line with Ofsted framework, national guidance and WBC policies and procedures.</p> <p>To promote and safeguard the welfare of the children who access the service at a time when they are at their most vulnerable ensuring the voice of the child underpins delivery and promotes future service development.</p>
Corporate Parenting	<p>You will champion the principles of corporate parenting by embedding its ethos in all aspects of service delivery, ensuring decisions and actions consistently reflect the responsibility to act as a corporate parent to children in care and care leavers, and actively contribute to shaping and implementing the wider corporate parenting strategy.</p>

Supervision and Relationships	
Supervision Received	<p>The Contact Centre Manager reports to the Team Manager and will receive monthly supervision. There is an expectation to work independently to manage The Palm Centre.</p>
Supervision Given	<p>The Contact Centre Manager is responsible for the supervision of a deputy manager and 9 contact workers.</p> <p>Supervisees will have access to monthly supervision.</p>
Contacts	<p>Internal colleagues, Education, Foster Carers, CAFCASS, Childrens Guardians and CAFCASS.</p>





Resources/Budget Management

Support the Team Manager in monitoring the budget.
Managing the building and operations on a day-to-day basis for The Palm Centre.

Special Requirements

To work flexibly, including evenings and out of hours.
Willingness to travel to other sites as and when necessary.

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	No
Working at Height	No
Exposure to Noise (>80-85dB)	No
Confined Spaces	No
Frequent Display Screen Equipment Use	Yes
Driving for Work	No
Hand Arm Vibration	No
Lone Working	Yes
Healthcare/Social Contact with Patients	Yes
Blood Borne Viruses Exposure	No
Food Handling	No
Working with Animals	No
Specialised Medical Screening	No
Night Working	No
Safety Critical Work	No





Nature of the Role	Details
Healthcare or Hospital Work	No
Working with Children (under 18)	Yes
Working with Elderly/Vulnerable Adults	Yes
Work Environment Details	The Palm Centre which provides supervised family time to families in legal proceedings with the local authority. The majority of children will be in the care of the local authority.

Role Involvement	Details
Working with Children	Yes
Working with Vulnerable Adults	Yes
Both of the Above	Yes
Providing Care/Supervision for Children	Yes
Providing Care/Supervision for Vulnerable Adults	Yes
Both of the Above	Yes
None of the Above	No

Disclosure and Barring Service (DBS)	Details
DBS Requirement	Enhanced
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Re-checks
Enhanced DBS – every 3 years

Evaluation Declaration	
Date of Evaluation:	December 2025
Evaluated by:	HR Team

