

JOB DESCRIPTION

Job Title:	Family Practitioner
Service:	Family Services Contact Services
Hours of work:	Sessional Hours
Pattern of work:	Sessional
Office base:	Bolton Contact Centre, plus other venues when required.
Work locations:	Bolton Contact Centre, plus other venues when required
Salary Range:	£14.12 per hour (inclusive of holiday pay)
Reporting to:	Family Services Co Ordinator
Responsible for:	Family Services Co Ordinator

1 PURPOSE OF THE JOB

1.1 Working directly with children and families to promote safe and beneficial contact by following CANW, CAFCASS and NACCC requirements. To carry out direct work with children (supervised contact, observed contact/handovers, community contact, preparation for contact, needs, wishes and feelings and indirect contact). To carry out direct work with parents (initial assessments, contact agreement meetings, preparation for contact sessions, dispute resolution work sessions, review meetings).

2 PRINCIPAL DUTIES

2.1 Supervise, observe, assess and report on contact sessions between children and parents or other family members, providing support and guidance to children and parents/family members as appropriate in various settings include contact centre, family homes and the community.

2.2 Ensure at all times that children's safety and well-being are paramount. Take appropriate action

to protect children's safety and promote their welfare, intervening where this is threatened and terminating the contact if deemed necessary.

2.3 To use tools to engage children in direct work and make assessments of their needs, wishes and readiness for contact.

2.4 To use tools to engage parents in direct and joint work around dispute resolution, co-parenting and putting their children's needs first including via MS Teams meetings.

2.5 To carry out assessments and produce accurate written reports for the courts or other agencies including analysis.

- 2.6 To prepare and maintain case records and details of sessions in order to analyse and report on how contact and co-parenting should progress.
- 2.7 To perform associated administrative tasks to aid the delivery of the service including outlook calendar, conducting virtual meetings, database, emails and MS office programmes.
- 2.8 To attend planning meetings, reviews, supervision and other related meetings as required.
- 2.9 To attend court as a professional witness where necessary.
- 2.10 To complete work on time and to the standard expected by CANW, CAFCASS and NACCC.
- 2.11 Take part in client feedback processes, record-keeping, monitoring and other aids to the evaluation of services.
- 2.12 Attend regular staff meetings or team meetings as required at pre-arranged venues and at head office.
- 2.13 Work within the procedures and guidelines drawn up for each specific piece of work by CANW, CAFCASS and NACCC

3 ORGANISATIONAL RESPONSIBILITIES (*standard for all posts*)

- 3.1 Represent CANW at meetings, conferences and exhibitions as required.
- 3.2 Provide a non-discriminatory service and treat all who access CANW services fairly and equally.
- 3.3 Be aware of the Health and Safety requirements in the workplace, and in particular, as it relates to own service area and/or department.
- 3.4 Work within allocated budgets and agreed expenditure levels.
- 3.5 Keep accurate records and provide written reports as required.
- 3.6 Contribute to CANW's operational and strategic development, including any organisation objectives identified through designated quality standards, such as PQASSO and Investors in People.
- 3.7 Participate fully in personal supervision meetings and the annual appraisal process and undertake any training deemed necessary for the role.
- 3.8 Review own delivery performance against agreed annual KPIs (key performance indicators), aiming to meet or exceed personal targets/performance levels.
- 3.9 Undertake additional duties, training and/or hours of work as may be reasonably required which are deemed appropriate to the levels of responsibility within the role.
- 3.10 Be aware of the safeguarding policy and procedure for children and vulnerable adults and ensure that the safeguarding of children, young people and adults is given the highest priority in the work undertaken.

- 3.11 Have a personal responsibility to ensure that person identifiable, confidential or sensitive information is processed in line with the Data Protection Act and complies with the law, organisational policies and best practice when processing information.

Where relevant:

- 3.12 Work outside of normal office hours (ie evenings and weekends) as and when required to meet the needs of service users as appropriate.
- 3.6 Undertake other appropriate tasks as may be required of the post holder from time to time and provide cover for tasks during periods of sickness or holiday.

For all managers:

- 3.13 Be responsible for the management, training and development of staff, ensuring that regular supervisions are held and annual appraisals are carried out within designated timescales.

NB. This Job Description describes the principal purpose and main elements of the job. It is a guide to the main responsibilities as they currently exist and is not intended as a fully comprehensive or permanent schedule of tasks. The jobholder is expected to work flexibly and respond positively to changing needs of the organisation.

Employee (name in caps)	Employee (signature)	Date (signed)

Date produced: January 2026 Month/Year