

Contact Centre Co-ordinator

RESPONSIBLE TO:	SFCC Management Committee
RESPONSIBLE FOR:	Contact Centre Operation and Volunteers team
SALARY:	£10 per hour
HOURS:	to start 5 hrs/wk to include 1 Saturday (2 hours) a month as volunteering. Hours to increase with time, subject to SFCC service demands
JOB PURPOSE:	To take the lead responsibility for the day-to-day operation of the Swindon Family Contact Centre to fulfil its aims.

It is Swindon Family Contact Centre's intention that this job description is seen as a guide to the major areas and duties for which the employee is accountable. However, the employee's obligations are bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement.

Responsibilities and Tasks include:

- To organise, administer and manage the contact session
- To contact and coordinate with parents regarding paperwork, contact and timings
- To manage and support of the volunteers
- To create and maintain the safe contact space for the children
- To process new referrals both from NACCC and self-referrals coming in and assist in decision making for accepting these.
- To produce monthly attendance registers of children and parents expected for supported contact and to annotate any possible concerns for the session.
- To conduct pre visits
- To keep the files of each family attending the Contact Centre up to date to allow for smooth operations throughout their time using the centre.
- To respond to Contact Centre enquiries through phone calls or the website.
- Responding to new contact centre volunteer enquiries and filling in necessary paperwork and induction records with volunteers. When needed complete their DBS application.
- To undertake any other task deemed necessary for the running of Swindon Family Contact Centre.