

FAMILY TIME SUPERVISOR / ESCORT

Job Description and Person Specification

Contract	Sessional, as and when required
Hours	Flexible, including regular weekend work and occasional evenings
Location	Project West centre in Northolt and approved community venues
Accountable to	The Project West management and coordination team
Role status	Paid sessional worker, subject to safer recruitment checks

Purpose of the role

To provide safe, child-focused and professionally supervised Family Time. The Supervisor / Escort observes, supports and records Family Time while remaining impartial and keeping each child's safety, welfare and emotional wellbeing central to practice.

Key outcomes

- Children are protected from harm and supported to experience Family Time as safely and positively as possible.
- Family members understand and follow the agreed arrangements, boundaries and Project West expectations.
- Concerns are recognised early, managed proportionately and escalated without delay.
- Records and reports are factual, balanced, timely and suitable for professional or court use.

Main duties and responsibilities

Preparing for Family Time

- Read the referral information, risk assessment, court order, written agreement and session instructions before undertaking work.
- Clarify any uncertainty with the Project West team before the session begins and follow authorised arrangements only.
- Prepare the room, resources and agreed equipment, and check that the environment is safe and suitable for the child or children.
- Follow arrival, departure and separation arrangements, including any ordered or risk-assessed time buffer between adults.

During Family Time

- Welcome children and family members calmly and professionally, explain relevant boundaries and maintain an impartial, non-judgemental approach.
- Maintain continuous and attentive supervision in accordance with the assessed level of risk and the agreed plan.
- Observe interactions, communication, emotional warmth, play, care, food provision, boundaries and the child's verbal and non-verbal presentation.
- Support safe and child-focused interaction without taking over the parenting role or providing therapy, legal advice or personal opinions.
- Intervene promptly and proportionately where language, behaviour, discussion, gifts, food, photographs, physical care or any other action may be unsafe, inappropriate or contrary to the agreement.
- Recognise signs of distress, coercion, conflict, intoxication, abuse or escalating risk; de-escalate where safe and seek immediate assistance from the Project West team when required.
- Ensure mobile phones belonging to family members are not used during Family Time. Photographs may be taken only by a Project West team member using an authorised Project West device and in accordance with the agreed arrangements.
- Apply Project West's healthy food expectations, including that sweets and chocolate are not permitted.

Community Family Time and escort work

- Undertake Community Family Time only where it has been risk assessed and authorised, beginning and ending at the Project West centre unless otherwise agreed in writing.
- Maintain the same supervision standard in the community as at the centre and use approved venues or activities.
- Follow the authorised comfort-break procedure and contact the Project West office as required, ensuring that the child is never left without appropriate supervision.
- Transport children or family members only when authorised and when all required driving documents, business-use insurance and vehicle checks have been accepted by Project West.
- Plan routes and timings carefully, maintain safe handovers and report any delay, incident or change immediately.

Safeguarding and professional accountability

- Follow Project West safeguarding, child protection, risk management, lone-working, health and safety, equality, confidentiality and data protection procedures.
- Report safeguarding concerns, disclosures, injuries, incidents, breaches and significant changes immediately to the Coordinator or manager on duty and complete all required records.
- Do not promise confidentiality to a child or adult and do not investigate allegations. Record what was seen or heard accurately and follow the safeguarding reporting route.
- Maintain clear professional boundaries. Do not exchange personal contact details, communicate privately with families or use personal social media in connection with the work.
- Participate in supervision, induction, mandatory training, appraisal, case discussion and quality-assurance processes.

Recording and reporting

- Complete an accurate contemporaneous session record after every supervised session, including sessions that are cancelled or not attended where a report is required.
- Write in clear, factual and respectful language, distinguishing direct observation, exact words, professional intervention and relevant analysis.
- Submit the completed report and any supporting records to Project West within 72 hours of the Family Time session. Safeguarding concerns, incidents and urgent matters must be reported immediately and must not wait for the written report.
- Respond promptly and professionally to reasonable requests for clarification, amendment or additional information from the Project West team.
- Protect all paper and electronic information and use only authorised systems and communication routes.

General responsibilities

- Be punctual, reliable and prepared for all allocated work, checking the rota regularly and communicating availability or authorised absence directly to the Project West team.
- Work cooperatively with colleagues, interpreters, social workers, Cafcass, solicitors and other professionals while preserving role boundaries and confidentiality.
- Promote inclusion, dignity and equality and challenge discriminatory behaviour in accordance with Project West policy.
- Carry out other reasonable duties consistent with the purpose and level of the role.

PERSON SPECIFICATION

Essential qualifications, knowledge and experience

- A relevant Level 3 qualification or above in childcare, social care, health, education or a related field, or substantial relevant experience accepted by Project West.
- Experience of working with children and families, including people experiencing conflict, stress, disadvantage or social exclusion.
- Sound understanding of safeguarding, child development, attachment, risk assessment and the features of safe and good-enough parenting.
- Ability to remain impartial and child-focused when adults disagree or present conflicting accounts.
- Understanding of confidentiality, data protection, information sharing, equality and professional boundaries.

Essential skills and abilities

- Ability to observe carefully, identify significant information and intervene calmly and confidently when needed.
- Excellent written English and the ability to produce clear, factual, balanced and court-quality reports.
- Strong verbal communication and listening skills, including the ability to explain boundaries respectfully to children and adults.
- Ability to organise work, manage time, meet deadlines and use email, word processing and online rota or reporting systems competently.
- Emotional resilience, sound judgement and the ability to seek advice and reflect on practice.
- Reliability and flexibility, including availability for regular weekend work and occasional evenings.

Essential values and approach

- A calm, respectful, inclusive and non-discriminatory approach.
- Commitment to children's rights, welfare and individual needs.
- Professional curiosity without judgement or unnecessary intrusion.
- Willingness to follow Project West procedures, accept supervision and undertake continuing professional development.
- Commitment to Project West's values: being people focused, adopting a can-do approach, striving for excellence and treating everyone with mutual respect.

Desirable

- Previous experience of supervised Family Time, a child contact centre, family support, youth work, social care, education, health or another safeguarding role.
- Experience of preparing records or reports for local authorities, Cafcass, solicitors or the court.
- Training in safeguarding, domestic abuse, substance misuse, mental health, neurodiversity, trauma-informed practice, first aid or de-escalation.
- A full UK driving licence, access to a roadworthy vehicle and business-use motor insurance where escort work is undertaken.
- Additional language skills relevant to the families supported by Project West.

Safer recruitment and continuing requirements

Appointment is subject to satisfactory identity and right-to-work checks, an Enhanced DBS check, references, qualification checks where applicable, completion of Project West induction and any other checks required for the role. Continued engagement depends on maintaining required training, professional conduct, satisfactory performance and ongoing suitability to work with children and families.

How to apply

Complete the Project West application form and return it to admin@projectwest.co.uk. A curriculum vitae may be supplied as supporting information but does not replace the completed application form.

Document control

Version	1.0
Approved by	Manager, Project West Assessment & Contact Services
Review date	August 2027 or sooner if practice, policy or legislation changes