



Job Description

Title: Child Contact Facilitator

Location: 13 West Street, Carrickfergus BT38 7AR

Responsible to: Centre Manager and Board of Trustees

Working Hours and Pay:

Hours: 12 hours per week

(Flexibility in working hours is required to meet the needs of the service)

- **Wednesday & Thursday:** 3:30pm – 6:30pm
- **Saturday:** 9:30am – 3:30pm

Salary: £13.22 per hour (subject to tax and National Insurance)

Contract: Permanent, subject to continued funding.

Holidays: 67.2 hours holiday per year (January to December)

Job Purpose:

To facilitate and support safe, positive, neutral, and child-focused contact between children and their parent or family members within a child contact centre. The role ensures that all contact sessions are conducted in accordance with safeguarding policies, court orders, and organisational procedures while promoting the wellbeing and best interests of the child. A key component to the post is to oversee contact sessions alongside and in the absence of the centre manager and to support a team of volunteers

Key Responsibilities:

- Facilitate and monitor contact sessions between children and parent/family members in a safe, neutral, and supportive environment.
- Provide practical and emotional support to children and adults during contact sessions.
- Ensure all interactions remain child-centred, positive, and in line with safeguarding requirements.
- Manage arrivals and departures sensitively to minimise conflict and ensure safety.



- Implement safeguarding and child protection procedures, reporting any concerns immediately in line with organisational policy.
- Support families to engage appropriately during contact while maintaining professional boundaries and neutrality.
- De-escalate conflict or distress using appropriate behaviour-management and communication techniques.
- Understanding of safeguarding, child protection, and professional boundaries.
- Ability to remain calm, neutral, and professional in emotionally challenging situations.
- Good communication and interpersonal skills with both children and adults.
- Maintain confidentiality and comply with data protection requirements at all times.
- Participate in team meetings, ongoing training and professional development.
- Prepare rooms, toys, and resources to create a welcoming, age-appropriate environment.
- Ensure all toys, equipment, and facilities are regularly cleaned and sanitised including shared areas of the building.
- To undertake any other relevant duties within the overall scope of the post as may be required by the CLCCC Board of Trustees.

Additional Operational Responsibilities

- Provide cover for the Centre Manager during periods of absence, ensuring the safe and effective day-to-day running of the contact centre.
- Act as a point of contact for professionals and visitors when undertaking delegated managerial responsibilities.
- Support the coordination of staff rotas, session scheduling, and centre operations as required.
- Manage and coordinate ad-hoc external bookings.
- Ensure all external bookings comply with safeguarding procedures, organisational policies, and centre capacity.
- Escalate safeguarding or operational concerns appropriately in line with organisational procedures.
- Key holder

Safeguarding Responsibilities

- Promote the welfare and best interests of children at all times.
- Follow child protection procedures and report concerns without delay.
- Maintain professional vigilance regarding risk, safety, and wellbeing.