**Job Description - Visit Supervisor**

**Safety – Child Centered – Health – Nurturing – Growing & Learning – Life Skills**

PURPOSE: Supervised visits happen when a parent does not have custody of their child and the court has determined they may have visits in a supervised setting. Your job is to make it possible for this to happen **because it is in the best interest of the child**.

Required Skills

A ‘heads-up’ attitude is required. Everything you say is important. Everything you see or hear is important.

**Visit supervisors are required to pay complete attention to the visit at all times.**

Parents do not necessarily have recent experience taking full responsibility for the child. If there are any **immediate safety or health concerns** that the parent is not addressing, the visit supervisor must intervene and bring the issue to the parent’s attention. Respectfully speak up, asking the parent what they think needs to be done to keep the child safe.

If their answer or behaviour does not convince you they can, or will, keep the child safe, ask both to stop while you ensure the child is, and will remain safe. The visit supervisor must ensure the parent follows through appropriately.

Children must be closely attended when climbing, jumping, crossing a parking lot or a road. Helmets must be worn and secured when riding a bike or skateboard.

Never be anything less than respectful to a parent. The child needs to see their parent as capable, respectable and potentially willing to learn. Convince the child and the parent, through your approach and tone, you are certain the parent can provide for the needs of the child within the supervised visit. **The court has already determined this to be the case, you are simply providing up close and personal confirmation of that faith.**

You must be able to hear and see the visit at all times in order to ensure the safety of the child. Do not allow any whispering. **Never leave the parent and child alone.**

**There are reasons a court has ordered supervision of parental access.**

Excellent communication skills are required to ensure the safety of the child, the parent and the visit supervisor, to support the participants and, to meet the purpose and expectations of the visits.

Always be cautious when speaking to parents. Speak in neutral or positive terms. Focus on the information you want to give them or get from them.

Be professional and friendly to everyone.

According to the **Rules** governing supervised visits, parents are asked not so say anything negative about the other parent, their partner or family (or the foster parents or social worker) either to a child, or in front of a child. If this happens, the visit supervisor must be willing and able to terminate the visit in an assertive, NOT aggressive or defensive manner.

If you have reason to suspect a parent has been drinking, using illicit drugs or is very agitated, do not proceed with the visit. Note down what you saw, heard or smelled that made you judge that the person was not ready to visit with their child.

When a parent acts in a manner that is offensive, trust your judgement. You are encouraged to speak up and ask that the behaviour stop. If it does not, you are welcome to end the visit and call 911 if you are not safe or cannot assure the safety of the child.

In the case of MCFD visits, the social worker must be notified and the foster parent is to be called to pick up the child.

In ADTS families, call the custodial parent to come to pick up the child. Call the Family Time Visit Coordinator to talk through what happened.

Required Activities:

Act in a conscientious, respectful and professional manner in every situation.

Contact, either in person by phone or text; parents (and other relatives involved in visiting), foster parents, social workers and lawyers to ensure you have relevant information about the needs of each child, and any safety concerns, specifically allergies, dietary needs, toileting and non-permissible activities, as well as relevant information about the legal situation.

Schedule visits, book rooms, confirm day and time with all participants, collect payments when necessary, write receipts for ADTS clients.

Open and maintain an up-to-date file for each family you supervise.

Review the purpose and rules of the program with both parents in ADTS families, and the visiting parent of MCFD families to ensure they understand what to expect and what is expected of them.

Create rapport with parents and each child. Ensure your relationship is focused on supervising and supporting the parent’s focus on the child.

In the case of a family law protection order, or animosity between parents, specifically with ADTS visits: Instruct each parent where to park [on opposite sides of the building] and when to arrive. Put the visiting parent in the youth room and accept the children from the other parent, at the front door.

Do the same when returning the children.

At the end of the visit: Chat with the visiting parent, asking how they feel the visit went, mention positive things you observed, confirm the next visit and the parent’s ideas for possible activities. This will give the other parent (foster parent) and children 3-5 minutes to leave the parking lot.

*Visit supervisors* must maintain a respectful, non-judgemental and professional attitude, even in difficult situations.

Take notes while supervising visits. Focus on what you see and hear and how it relates to the key factors of safety, child-centered activity, health, and nurturing, growing, learning and life skills.

Encourage parents to bring or chose, age and developmentally appropriate items that will engage their child’s interest, along with healthy snacks and drinks.

Any discussion during the visit will focus on supporting the parent’s understanding and ability to meet the immediate needs of the child. Specifically the *visit supervisor* will respectfully instruct parents on practical aspects of the care of the child only when needed, and support the opportunity for the parent to focus on the child during the visit.

Following each session, the *visit supervisor* will prepare **a brief factual report** focusing on what they saw and heard, specifically relating to the key factors of safety, child-centered activity, health, and nurturing, growing, learning and life skills. Also include any intervention the *visit supervisor made* with a clear description of objective reasons for the intervention and the outcome.

Include, in the appropriate area, things you saw, heard or learned from parents or children before or after the formal visit.

Your report, and the file you prepare, must be up to date. Full information may be needed to answer an inquiry or in the case of someone supervising a visit in your absence.

Remember your report may be read in the future by the child.

MCFD reports will be emailed directly to the social worker and copied to the ADTS computer file.

**ADTS CLIENTS**

Families that request and pay for ADTS visit supervision will receive a printed report in a sealed envelope, with their name clearly printed on the front, at the next visit.

If a parent needs a second copy of a report from ADTS they will pay $10 in advance. The copy will be given to them in person and/or mailed to their lawyer, as they request.

ADTS families must make cash payment to the visit supervisor prior to the visit. The visit supervisor will issue a receipt.

**No visit will go forward without payment**. *Visit Supervisors* cannot be paid for visits where client’s payment has not been turned into the office.

Must be familiar with:

Use of computer for report submissions, WORD and email.

The Supervised Visit brochure and agreement, specifically the expectations of parents, children and the *visit supervisor*. Please ask for clarification as needed.

The meaning of court orders and family law protection orders as they relate to visits.

Emergency First Aid with Infant/child CPR.

Safety needs of children based on developmental levels, and knowledge of individual children and their behaviour challenges.

In the unlikely event that a child is seriously hurt, call 911 for an ambulance, notify the social worker [(604-702-2311](tel:%28604-702-2311)) and contact the custodial parent or foster parent.

*A written report must be submitted via email to the Family Time Visit Coordinator within 24 hours of any incident.*