



Martha's Vineyard Community Services, Inc.

Supervised Visitation Center Room Monitor

Job Description

SUMMARY:

Under the supervision of the Supervised Visitation Center Case Manager, this per diem position is responsible for observing and providing overall safety of the children and non-custodial (visiting) parent during supervised visitation in an objective and non-judgmental manner. This position ensures that the non-custodial parent and children adhere to the requirements, expectations, and responsibilities during the visit, intervening when necessary, and completing the required Observation Report within the identified timeframe. The SVC Room Monitor is the sole staff present in the visitation room during supervised visitation with the immediate support of the SVC Case Manager and SVC Security. Must The goal of the SVC is to serve children and their families by providing a safe, secure, and neutral location for visitation which will support children in regaining and maintaining a sense of themselves during stressful times.

Job Responsibilities and Essential Functions (essential functions*):

1. Serve as main contact for non-custodial Visiting Parent and Child during supervised visits:

- a. Greets non-custodial parent with Case Manager and Security then waits in another area during screening.
- b. Greets children and custodial parent with Case Manager then enters visitation room with children for visit duration.
- c. Observes on-site visits for the Supervised Visitation Center, assessing level of intervention needed if any, serving as an observer unless intervention for participants' safety is needed.*
- d. Intervenes during the course of the visit when necessary to ensure the emotional, psychological, and physical safety of the child and non-custodial parent.*
- e. Intervenes and redirects any/all inappropriate conversations/behaviors of non-custodial parent.*
- f. Intervenes and redirects any/all inappropriate conversations/behaviors of child.*

2. Complete necessary reporting and communications before, during, and after supervised visit:

- a. Contacts the SVC Case Manager when appropriate or when in need of support; for a medical emergency, if child requests a restroom break, the non-custodial parent and/or child do not respond to interventions and, if a visit should be considered for termination upon non-custodial parent or child request or for inappropriate conversations/behaviors and/or infractions of the requirements and expectations according to the SVC policies.*
- b. Completes hand-written objective observation reports for each scheduled visit and submits to the SVC Case Manager within two business days.*
- c. Relates any concerns regarding visit to SVC Case Manager before, during or after scheduled visit.*
- d. Relates any mandated reporting issues immediately to SVC Case Manager.*
- e. Provides observation during virtual supervised visitation services.

3. Participate in Supervised Visitation Center trainings and meetings:

- a. Completes and submits bi-weekly timesheets to SVC Case Manager.*
- b. Maintains valid certification in CPR and First Aid.*
- c. Participates in supervision as needed.*
- d. Participates in training as required by the Supervised Visitation Network and/or Department of Public Health.*
- e. Assists to maintain order and cleanliness of SVC Visitation Room.
- f. Attend quarterly SVC Team Meetings.*

QUALIFICATIONS:

- Possess and actively practice strong boundaries, communication skills, compassion, empathy, patience, discretion, confidentiality, integrity and professionalism
- Bachelor's Degree in Child Development, Social Work, Criminal Justice, or Communication and/or related fields or equivalent experience preferred.
- Knowledge of client-related issues including, but not limited to, confidentiality, duty to warn, mandatory abuse/neglect reporting, child development and domestic violence.
- Commitment to providing families with access to safe and quality visitation services.
- Work effectively with persons who have diverse styles, abilities, motivations, and backgrounds.
- Demonstrate a commitment to end domestic violence as a social problem and a general knowledge of the dynamics and causes of domestic violence; specifically the dynamics between an abusive partner and the victim parent and the abuser as a parent.
- Arrive to work promptly and regularly.
- Concentrate and perform accurately.
- Demonstrate strong written and oral communication skills.
- Demonstrate proficiency, or a willingness to learn, basic computer skills and Zoom Application usage.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skills typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods, or other wise to balance the workload.
