CONTACT SUPERVISOR POSITION DESCRIPTION

CHILDREN'S CONTACT SERVICE

GIPPSLAND

At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

So come and join us at Anglicare Victoria where there is a rewarding career ready for you in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.





BETTER TOMORROWS

Position details

Position	Contact Supervisor
Program	Children's Contact Service – Gippsland
Classification	SCHADS Award Level 4 (Social Worker Class 1) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
Hours	Casual
Hours per week	As required
Duration	Casual
Location	Gippsland
Reporting Relationship	This position reports directly to the Team Leader, Children's Contact Service
Effective date	January 2020

Overview of program

The position is located within the Children's Contact Service (CCS) and operates primarily Thursday, Friday, Saturday and Sunday. The program facilitates the safe (physical and emotional), on site transfer of children between separated parents. It also provides supervision for contact between child and non-resident parent, where the service is required, to promote the development of family relationships.

Position Objectives

1.	To provide a safe and appropriate environment for contact or changeover for children with family members they do not reside with.
2.	To have a child centred / family focused approach.
3.	Undertake parent assessments and refer parents to appropriate services, programs and organisations.

Key responsibilities

The key responsibilities are as follows but are not limited to:

1.	Assist in the development and evaluation of CCS policies and procedures.
2.	Open and close the centre in line with policies and procedures and contribute positively to staff meetings.
3.	Communicate with parents and children in a consistent, appropriate and culturally sensitive way.
4.	Work in a confidential manner and maintain strict privacy procedures according to Agency policies.
5.	Complete factual and impartial reports on contact and changeovers sessions as well as phone calls and complete correspondence to clients.
6.	Liaise between client families, lawyers and referring workers as required and be able to respond to request or inquiries from the community regarding the CCS
7.	Positively contribute and participate as a team member in program/divisions and agency activities, meetings and projects

Key Selection Criteria

The Key Selection Criteria are based on role specific requirements ***and*** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to ***both*** a) and b).

a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. The five criteria are to be addressed individually (no more than 2 pages in total).

	1. Early Childhood development or Social Work / Welfare qualifications preferred. Associate Diploma level with experience in the relevant service stream, or less formal qualifications with specialised skills sufficient to perform at this level.
	2. An in-depth understanding of the impact of violence on families and resilience to work with and support clients who have been exposed to trauma.
	3. Demonstrated capacity to communicate effectively and sensitively with a wide range of people from diverse backgrounds, particularly in crisis and/or challenging situations – using a non-judgemental approach and a commitment to social justice principles.
	4. Demonstrated organisational and time management skills when working under pressure combined with the ability to work independently and co-operatively within a team structure.

Key Selection Criteria (continued)

	5. Demonstrated ability and experience working with children, and understanding their needs around attachment and bonding, developmental stages and grief when separated from important family members.
	6. Knowledge and understanding of: ○ The Family Court network, with a particular emphasis on the Gippsland region and regional service networks. ○ Relevant legislation, including the Family Law Act 1975, Children, Youth and Families Act, 2005,

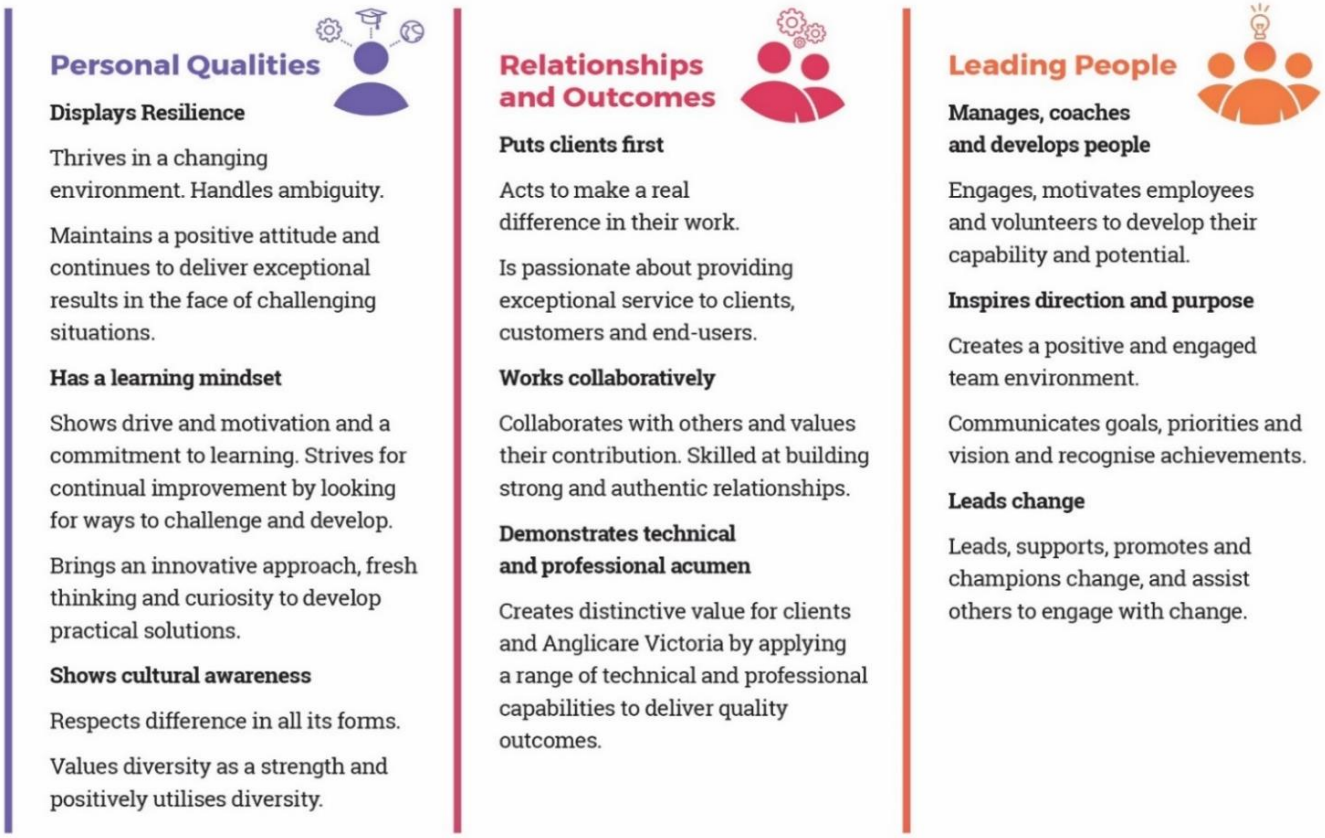
Key Selection Criteria (continued)

b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the two capability groups; **Personal Qualities and Relationship and Outcomes** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.



Occupational health & safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems

Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

Conditions of employment

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name: _____

Signavture: _____

Date: _____