



Position Description

Position Title	Senior Child Contact Worker – Swan Hill
Directorate	Community and Wellbeing Services
Reports to	Team Leader Child Contact Service – Swan Hill
Date of Job Description	8/12/2022
Conditions	Conditions of employment are documented in the Mallee family Care Enterprise Agreement 2012
Employment Status	Full-Time Ongoing, Subject to Funding
Salary	This position is classified as Band 5 – Senior Case Worker, with a salary range of \$88,600 - \$101,009, dependent on qualifications and experience, plus superannuation and the ability to salary package up to \$15,834 tax free, pro-rata
Hours of Work	This is a full time position. Work outside normal office hours may be required.

Position Objectives

Children’s Contact Services enable children of separated parents to have contact with their non-resident parent and other family members in circumstances where parents are unable to manage their own contact arrangements and contact is appropriate. Children’s Contact Services assist separated parents to manage contact arrangements with their children in a safe, reliable, and neutral place. The two main forms of assistance provided are facilitated changeovers and supervised contact visits which can be provided at different levels of vigilance (e.g., low vigilance and high vigilant).

- To co-ordinate and promote the safe and appropriate transfer of children between their ‘live with’ parent and ‘time with’ parent, and safe and appropriate interaction between the ‘time with’ parent and the child during supervised visits.
- To work towards enhancing the children’s relationships with the ‘time with’ parent.
- To assist separated parents to move towards self-management of contact arrangements.
- Support the Team Leader to manage the CCS service and team.

Key Responsibilities & Duties	Performance Expectations
To support the Team Leader to coordinate and conduct the assessment, intake and allocation of families seeking access to the Child Contact Services whilst working within the organisational framework, policies, and procedures of the Child Contact Service (CCS).	Support the Team leader when required to manage the waitlist, contact client, booking of clients, arranging of intake and assessment interviews and the provision of information and referral as required.
To support the Team Leader to respond to requests for subpoenaed files and for court reports.	Support the Team Leader to write court reports as per the agency policy and procedures and within the best practice model for CCS. Prepare subpoenaed files for court.
To arrange and facilitate contact arrangements as agreed between the Child Contact Service, the child's parents and/or their legal representation or Court Order.	To respond promptly and efficiently to client requests for negotiations. To ensure that a clear understanding of what the client is requesting is obtained, so that the negotiations can be facilitated accurately. To refer to the Court Order when necessary to ensure the accuracy of the information and service being provided. To provide brief, factual feedback to parents/guardians when required, keeping in mind the Child Contact Service procedures in relation to feedback.
To engage appropriate intervention strategies necessary to maintain the emotional and physical safety of children.	To make recommendations to terminate contact or changeover visits when these are assessed as not being in the best interest of children. To have a working knowledge of the Child Contact Services "Service Agreement". To be aware of policies and procedures pertaining to effective service delivery and actively ensure this knowledge is maintained, eg: reading relevant communications such as "Staff Stuff" and "Online Communications". To adhere to the safety and security policies and procedures of the program.
A good understanding of casework issues as related to the target group, in particular a demonstrated awareness of cultural sensitivity.	Understanding of family violence, case management, risk assessment and strengths-based practice. A demonstrated ability to work with people experiencing conflict and facing multiple and complex issues.

<p>To manage in consultation with the Team Leader Child Contact Service the day-to-day operational matters and service priority issues.</p>	<p>Ability to work independently and as part of a team.</p> <p>Ability to liaise effectively with other service professionals such as solicitors and domestic violence workers as required.</p> <p>Actively listen to colleagues and clients. Shares information and ensures others are kept informed of issues.</p> <p>To read “online communications” at the commencement of each shift, and to take responsibility for ensuring that relevant information is recorded and shared amongst the staffing group.</p> <p>Contact clients on the waitlist to schedule intake and assessment interviews.</p> <p>Promptly checks and responds to answering machine messages.</p> <p>Liaise with clients to negotiate and reschedule appointments/bookings.</p> <p>Keeps the venue tidy and safe, ensuring that toys are sterilised, and that equipment is safe for use.</p>
<p>Assist in the Coordination of the 3- and 6-month reviews for all children that access the CCS.</p>	<p>Support the children’s practitioner to complete the 3- and 6-month reviews for all children attending the CCS.</p>
<p>Support the staff providing guidance to manage the balance between changeovers, high vigilant supervised visits and low vigilant supervised visits and case management.</p>	<p>Work alongside the CCS to ensure all staff are well supported to provide changeovers, high vigilant supervised visits, and low vigilant supervised visits.</p> <p>Keep the booking sheet up to date and clear and concise.</p> <p>Ongoing monitoring of client needs and recorded in the staff communication online record.</p>
<p>Ensure the maintenance of adequate professional standards, including the preparation of client records and reports.</p>	<p>Provide regular and relevant feedback to the Team Leader</p>
<p>To contribute to the preparation of reports or subpoenas for the Magistrates and Family Law Courts in connection with facilitated contact arrangements as deemed appropriate.</p>	<p>To collect accurate data and assist in the preparation of reports in accordance with the requirements of Mallee Family Care and the program funding body using the relevant data base.</p>

	To liaise with other service professionals such as solicitors and domestic violence workers as required.
To participate in meetings as required.	Attendance at CCS team meetings.
To collect data and prepare reports in accordance with the requirements of Mallee Family Care and the program funding body using the relevant data base.	Accurate data collection. Accurate recording of data and inputting of data as required.
To develop and maintain appropriate feedback processes and program evaluation.	Ensure that all procedures are in accordance with quality assurance, best practice, and relevant service standards.
Support the Team leader with the preparation of monthly written reports.	Reports to be completed monthly.
Participate in relevant training and workshops.	Continue to attend training relevant to the position.
Representation of the agency in relevant public and professional forums. ACCSA Forum.	Representation of the agency in a professional manner.
Independently support the Team Leader to manage staff caseloads to the level of autonomous professional practice.	Work effectively as part of a team. Work autonomously as a professional.
To participate in supervision.	As per Mallee Family Care Supervision Policy.
To be compliant with MFC E Learning courses.	Completing compulsory allocated courses each quarter.
To undertake other duties as may reasonably be required.	Undertaking other duties required by your Line Manager.

Qualifications and Experience:

- Tertiary qualifications relevant to community welfare practice, i.e. Social Work, Psychology, Social Science.
- Demonstrated relevant experience.
- To have a broad understanding of relevant legislative requirements as they relate to this field of practice for example, child support, child protection and family violence.
- A current drivers licence, a willingness to travel and preparedness to be accommodated overnight when required.

Key Selection Criteria:

Applicants are invited to submit their applications addressing the following selection criteria:

- Experience and commitment to delivering high quality child focused, family safe services.
- Demonstrated ability to deliver community education sessions.
- An understanding of the impact of separation on children and their families.
- Demonstrated ability and experience in counselling.
- Sound knowledge and understanding of family violence.
- Tertiary qualifications in social work or human service provision.
- Capacity to undertake reviews, collect data, and meet all Quality Assurance requirements.
- Well-developed report writing and presentation skills.
- Experience in integrated case management models that are strengths based.
- Ability to work in a team environment with agency staff and volunteers.
- Ability to supervise and lead a team of staff.

Organisation Structure and Values

Mallee Family Care is a Company Limited by guarantee with a community based Board of Management. It was established in 1979 and is a large and diverse community service organisation, providing a wide range of services to the communities of North West Victoria and South West New South Wales.

Day-to-day management for the agency is the responsibility of the Chief Executive Officer, Director Corporate Services, Executive General Manager Community and Wellbeing, Executive General Manager Education, Training and Research and Executive General Manager Child and Family Services.

This structure has been designed to ensure a clear focus on the delivery of services and to utilise the skills and experience of staff in the most efficient and effective manner.

Our Vision

Empowering the vulnerable and disadvantaged in our communities.

By this we mean we want:

- Communities where vulnerable children will be protected.
- Communities where disadvantaged families and individuals will be supported.
- Communities that are committed to supporting those in need.

Our Mission

To enrich lives and to increase opportunities (for those in need) through:

- Services;
- Education
- Research; and
- Advocacy

Our Approach

Our approach to achieving this strategic intent will demonstrate that:

- We are focused on the resolution of issues and will be flexible and adaptive in our approach.
- We understand our communities, we are informed by practice and our focus is on outcomes that matter.
- We work in partnership with stakeholders.
- We consult broadly and engage with our communities.

Other Information:

At Mallee Family Care we are deeply committed to the people with whom we work. We therefore go to great lengths to ensure that the positions we make available are filled by the most appropriate applicants. To assist with this we undertake a number of selection processes beyond initial interviews.

Appointment to the position will be subject to the satisfactory completion of the following:

- Psychological Personality Assessment – California Personality Index (CPI)
- Medical Disclosure
- Six month probationary period
- Referee Checks (two nominated referees including your supervisor if you are currently working)
- Photocopy of Driver's Licence.
- Police Check
- Working with Children Check
- Safety Screening Statutory Declaration

Benefits of working at Mallee Family Care

- Discounted membership of your nominated gym/health club.
- Direct salary deduction
- Partially paid study leave and practical assistance available for approved courses after 6 months of employment
- Confidential, responsive counselling available for time when personal and work related issues may affect your ability to perform at work (Employee Assistance Program – EAP)
- Flexible working arrangement options (where appropriate)
- Up to date and ergonomic furniture
- A happy and family friendly work environment