



## Position Description

<b>Position Title</b>	Child Contact Worker
<b>Directorate</b>	Community and Wellbeing Services
<b>Reports to</b>	Team Leader Child contact Services
<b>Date of Job Description</b>	6/05/2025
<b>Conditions</b>	Conditions of employment are documented in the Mallee family Care Enterprise Agreement 2012
<b>Employment Status</b>	Part-Time Ongoing, Subject to Funding
<b>Salary</b>	This position is classified as Band 4 – Case Worker, with a salary range of \$71,525 - \$89,600, dependent on qualifications and experience, plus superannuation and the ability to salary package up to \$15,834 tax free, pro-rata
<b>Hours of Work</b>	This is a part time position. Work outside normal office hours may be required.

### Position Objectives

The Child Contact Service enables children of separated parents to re-establish or maintain contact with both their parents, where it is appropriate and possible with a minimum of stress for both the children and their parents. The specific responsibility of the Child Contact Service within this objective is to promote the safe and appropriate transfer of children between the “spends time with parent” and the child during supervised visits. The Child Contact Service pursues these objectives through the provision of supervision and facilitation of changeovers, and the supervision and facilitation of visits. The CCS objective is to be a relatively short-term intervention with the desirable goal of encouraging and assisting the parents to move towards self-management of changeovers wherever possible (except in cases where domestic violence/sexual abuse fears exist).

Key Responsibilities & Duties	Performance Expectations
<p>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.</p>	<p>To respond promptly and efficiently to client requests for negotiations.</p> <p>To ensure that a clear understanding of what the client is requesting is obtained, so that the negotiations can be facilitated accurately.</p> <p>To refer to the Court Order when necessary to ensure the accuracy of the information and service being provided.</p> <p>To provide brief, factual feedback to parents/guardians when required, keeping in mind the Child Contact Service procedures in relation to feedback.</p>
<p>To engage appropriate intervention strategies necessary to maintain the emotional and physical safety of children.</p>	<p>To make recommendations to terminate contact or changeover visits when these are assessed as not being in the best interest of children.</p> <p>To have a working knowledge of the Child Contact Services "Service Agreement".</p> <p>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".</p> <p>To adhere to the safety and security policies and procedures of the program.</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> <p>To liaise with other service professionals such as solicitors and domestic violence workers as required.</p>
<p>To maintain client files and statistical records as required.</p>	<p>To develop and maintain the use of appropriate service user feedback processes and regular program evaluation assessments.</p> <p>To ensure that case notes are completed in a timely manner and that relevant DSS Data Exchange documents are accurately completed.</p> <p>To ensure that any alterations to regular/scheduled arrangements are reflected in both the case notes and the booking folder.</p> <p>The completion of relevant documentations eg: low vigilant/high vigilant visit proforma.</p>

	Completion of Red Forms/Cancellation documentation and accurate reflection of the alterations in the booking folder.
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.
To participate in staff development, training and activities relating to service delivery.	To participate in relevant training and workshops.  To attend and participate in staff and team meetings as required.
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.
<p><b>Qualifications and Experience:</b></p> <ul style="list-style-type: none"> <li>• Tertiary qualification relevant to community welfare practice eg: Bachelor of Social Work, Psychology or equivalent.</li> <li>• Diploma level qualification in relevant field may be considered, on the proviso that the applicant will commit to undertake further Tertiary studies with the support of the Organisation.</li> <li>• Relevant training and experience working with children and families.</li> <li>• Training and experience in child focused practices.</li> <li>• Training and experience of screening/responding to family violence and abuse.</li> <li>• A current drivers licence, a willingness to travel and preparedness to be accommodated overnight when required.</li> </ul> <p><b>Key Selection Criteria:</b></p> <p>Applicants are invited to submit their applications addressing the following Selection Criteria:</p> <ul style="list-style-type: none"> <li>• Experience and commitment to delivering high quality child focused, family services.</li> <li>• An understanding of the impact of separation on children and their families.</li> <li>• Well-developed written and communication skills and the ability to accurately record client case notes and other client details.</li> <li>• Ability to work both independently and in a team environment with agency staff volunteers.</li> <li>• Experience with conflict management and dealing with high conflict personalities.</li> </ul>	

## **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, Executive Director People, Culture and Performance, 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:**

Mallee Family Care is committed to building an organisation that reflects the diversity of the communities we support.

As an Equal Opportunity employer, we invite applications from people of all walks of life. Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse (CALD), LGBTQIA+, and people living with a disability are encouraged to apply for our roles.

As a Child Safe Organisation, we undertake a range of pre-employment screening checks to ensure all candidates are suitable to work for Mallee Family Care. This includes reference checks from your current or most recent employer and probity checks (National Police Check, Working with Children Check Vic & NSW and NDIS Worker Clearance).

We 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.

By submitting this job application, you acknowledge and accept Mallee Family Care's policies related to pre-employment screening checks and understand 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