



JOB DESCRIPTION – CONTACT SUPERVISOR

POSITION TITLE:

Contact Supervisor

RELATIONSHIPS:

Reports to:

Manager Casework, Director / Administration, Scheduler

Accountable to:

Principal Officer

Internal:

- Principal Officer
- All staff

External:

- Service Users
- Referrers
- Suppliers

PURPOSE OF THE POSITION:

A Contact Supervisor is responsible for the supervision and usually the transportation, of children or young persons attending contact visits with their natural family/significant others. The Contact Supervisor monitors the child or young person's safety, wellbeing, and welfare whilst in the presence of their natural family/significant others. The Contact Supervisor is responsible for ensuring that the contact is as positive an experience as possible for all participants. It is their responsibility to ensure that the needs of the child or young person are met during the visit. Liaises with other agencies, foster carer's, and natural families / significant others. Provides an informative, factual written report detailing observations made during the contact.

ROLE AREA	PRECISE BEHAVIOURS	SIGNS OF SUCCESS
Direct Client Work	<ul style="list-style-type: none"> • To supervise contact between the child or young person in care and their parents, siblings, relatives, and significant others, ensuring the safety and well being of the children at all times. • Promote communications between the child or young person and their parents, siblings, relatives, and significant others. • Supervise and monitor contacts maintaining a supportive working relationship with carers, parents/significant others and children or young persons in care. • Communicate with carers, parents and children in a consistent and appropriate manner maintaining professionalism and confidentiality always. • Ensure the environment is safe and appropriate. Provide opportunities that maximise parent/child interaction and engage children in an interesting, calming, and positive manner. • Ensure child or young person is always near the supervisor. • Maintain a level of control to benefit the child or young person and their family or significant other during the contact. 	<ul style="list-style-type: none"> • Child or young person and parents/significant others are interacting in a positive manner during the contact • Child or young person is content, safe, and comfortable during contact visit with parent/significant others. • Courteous and professional communication is achieved between contact supervisor and parent/significant others. • Courteous and professional communication is maintained between Contact Supervisor and Carer of child or young person. • Child or young person is provided with adequate information about the contact prior to attendance and feels safe and confident that the contact is professionally managed. • Effective communication between the

ROLE AREA	PRECISE BEHAVIOURS	SIGNS OF SUCCESS
	<ul style="list-style-type: none"> • Terminate contact visit if parents/significant others become aggressive, threatening, or unwilling to comply with requests made by the contact supervisor. • Terminate contact visit if parent/significant other presents as substance affected. • Terminate the contact visit if child or young person becomes agitated or upset. • If it is necessary to terminate a contact do so in the least disruptive manner that minimises the opportunity for further issues or conflict to arise. Report the termination of the contact to the Principal Officer at the earliest opportunity. • Observe the dynamics and interactions between child/young person and their parents/significant others including the appropriateness of parenting, speech, and body language • Transport clients to and from contact visits as required. Ensure appropriate child restraints are used in the vehicle and that the child is appropriately restrained in same. 	<p>child or young person and the Contact Supervisor.</p> <ul style="list-style-type: none"> • Child or young person and parents/significant others can communicate in a positive manner with minimal intervention from contact supervisor. • Children are returned to their carer having had a positive experience during the time spent with their parent/significant other.
Working with Children and Young Persons with	<ul style="list-style-type: none"> • Ensure all information provided to children and young persons with special needs is related in a way which is easily understood 	<ul style="list-style-type: none"> • Phoenix Rising for Children provides services in line with Access and Equity Principles

ROLE AREA	PRECISE BEHAVIOURS	SIGNS OF SUCCESS
Diverse Abilities & Backgrounds	<ul style="list-style-type: none"> • Utilise Interpreters, translators, and bilingual workers whenever necessary (including for the hearing impaired) 	<ul style="list-style-type: none"> • Services provided by Phoenix Rising for Children are consistent with and reflect children and young persons Placement Principles • ATSI children and young persons receive care and protection beneficial to his or her safety, well being and welfare which celebrate their cultural ancestry and background.
General Administration	<ul style="list-style-type: none"> • Formalise observations of the contact visit by providing an informative, factual written report detailing all observations made during the contact. • Complete required administrative tasks and meet accountability requirements • Keep appropriate documents • Undertake appropriate training as required • Participate in supervision sessions • Maintain a high standard of professional practice • Maintain confidentiality 	<ul style="list-style-type: none"> • Accurate records maintained • Documentation exists • Administrative systems are documented, efficient and effective • Staff possess appropriate skills and knowledge to undertake required tasks • Staff are supported in their role • Confidentiality of information and the identity of children/ young people and

ROLE AREA	PRECISE BEHAVIOURS	SIGNS OF SUCCESS
	<ul style="list-style-type: none"> • Comply with the policies and procedures of Phoenix Rising for Children and other directives • Initiate and participate in the Phoenix Rising for Children's quality improvement activities intended to ensure good quality services to children/young people and others 	<p>significant others is maintained.</p>
Child Protection	<ul style="list-style-type: none"> • Provide assistance to families and carers to promote wellbeing of children and young people • Mandated Notifying / Community Services, Department of Human Services + other relevant organisations • Designated agencies such as Phoenix Rising For Children (PRFC) are Mandated (by law) to Notify an appropriate authority when concerned that a child or young person is at risk of abuse or neglect. • These reports are made to the Community Services Helpline on 133 627. Designated agencies (PRFC) have mandatory responsibility to report any issue or concern of risk of abuse or neglect to Community Services and other agencies and in some instances to the NSW Ombudsman. • In relation to Contact Supervisors with PRFC the best option is to contact the PRFC Scheduler or PRFC Manager Caseworker, and if this presents issues, make contact directly with Director / Administration or 	<ul style="list-style-type: none"> •

ROLE AREA	PRECISE BEHAVIOURS	SIGNS OF SUCCESS
	<p>Principal Officer. PRFC personnel will discuss the issues with you and decisions can then be made as to how to proceed.</p> <ul style="list-style-type: none"> • When Community Services receives a notification, they are required to: • Make an initial assessment of the risk of harm, the level of safety and the need for further investigation, assessment, or other action. • Make a recommendation as to what is required. • Prepare a recommended action plan with approval by an authorised officer. • Provide feedback in writing to the person who lodged the report of the action taken. • NOTE: The person who makes the report to Community Services may contact them after 24 hours to request information about the action taken. 	
Service Evaluation	<ul style="list-style-type: none"> • Participate in evaluation programs as necessary and required 	<ul style="list-style-type: none"> • Services provided by Phoenix Rising for Children are of a high standard and meet service user requirements
Occupational Health and Safety	<ul style="list-style-type: none"> • Ensure OH&S procedures are followed • Hold a valid driver's license 	<ul style="list-style-type: none"> • Actions taken to prevent/minimise accidents and injuries. • Appropriate documentation is prepared

ROLE AREA	PRECISE BEHAVIOURS	SIGNS OF SUCCESS
	<ul style="list-style-type: none"> • Hold a current First Aid Certificate 	
Policy and Procedures	<ul style="list-style-type: none"> • Be familiar with, adhere to and comply with all employer policies and procedures and all relevant legislation 	<ul style="list-style-type: none"> • Policies and procedures are implemented • Staff are knowledgeable about all policies and procedures
Other duties as directed by the Principal Officer.		<ul style="list-style-type: none"> • Principal Officer is supported to manage the organisation efficiently and effectively