

Position Description
Contact Worker
April 2026



Position Title	Contact Worker
Hours	22.5 hours per week: three 7.5 days Regular days per week to be agreed with the successful candidate - Wednesday to Friday preferred
Duration	To December 2028 confirmed
Location	On site in the CSMC office (Melbourne CBD)
Salary	\$88,000 pro rata SCHCADS Award SACS employees Level 4.1 12% superannuation; Salary packaging available
Closing Date:	COB 9am Thursday 23 April
Contact Person:	Jenny Davidson, CEO Phone 0407 697 976

About CSMC

Council of Single Mothers and their Children is a non-profit organisation founded 56 years ago by single mothers to secure a better life for women parenting alone and their children. We achieve change by championing the agency, rights and needs of single mothers and their children and providing specialist support services.

CSMC provides:

- Information, support, referral and advocacy services for single mother families, including support via telephone, email and website to over 3000 contacts per year.
- Engagement with a community of over 6500 single mother families, with free membership for single mothers.
- Representation of the needs and issues of single mothers and their children through working with government and community organisations, the media and research partners.
- Advocacy to overturn the social, economic and legal discrimination against single mothers and raise the status of single mothers and their children.

CSMC envisions a society that ensures social and economic inclusion for all single mothers and their children, across their lives.

Organisational Environment

CSMC works from a feminist perspective and is committed to the processes of self-help, empowerment and mutual support for single mothers and their children.

A Board, elected from CSMC's membership provides strategic and management oversight to the organisation.

Working from a self-help model, CSMC employs only women who are or have been single mothers. This falls within the exception contained in section 28 of the Equal Opportunity Act 2010.

CSMC is a family-friendly employer.

POSITION DESCRIPTION

The Contact Worker role provides specialist telephone and online support from a single mother's perspective in an engaging, sensitive and empowering manner.

CSMC's Contact Workers are often the first person a single mother speaks to at CSMC, and as such are a critical public face of the organisation.

The Support Line operates from a strength-based approach where the Contact Worker will use her active listening skills, focus on strengths and capabilities, and social justice principles to collaboratively explore the best way forward.

This position will join a team of four other part-time Contact Workers who staff our telephone and email Support Line Monday to Friday 9:30am –4:00pm. It is essential that the Contact Workers communicate effectively with each other and work together as a team.

KEY DUTIES

- **Single mother specialist information and support:** The Contact Worker will provide information, telephone/ online support, and referral to other single mothers and to community organisations contacting CSMC on their behalf.

Single mothers frequently seek information about housing, support groups, Centrelink, Child Support payments, family law issues, family violence support, parenting issues and financial aid. Contacts come from all over the state (and some interstate). A core component of the role is to answer the telephone support line (staffed between 9.30am – 4.00pm) and respond to email and Messenger contacts with up to date and relevant information.

The lived experience of being or having been a single mother is a core component of our method of service delivery, as an organisation founded upon the model of self-help.

- **Family violence support:** This role will also provide trauma-informed support and advocacy to single mothers who have experienced family violence.

The Contact Worker will work with women to provide supports tailored to meet their needs, which could include assessing risk, secondary consults, financial aid, navigating housing options and social services, and/or supports for children.

- **Policy and advocacy:** As the CSMC worker most often hearing from single mothers about the issues they face, the Contact Worker team plays a crucial role in conveying these issues to the policy staff to ensure that our public policy, advocacy and community education work is responding to the current needs of single mothers.

The Contact Worker is required to keep abreast of policy changes and maintain up to date information on key issues to ensure accurate provision of information.

- **Emergency relief:** CSMC distributes emergency relief to single mothers. Applications are processed over the telephone, and the majority of payments are transferred to recipients via electronic bank transfer. The Contact Worker is responsible for the sensitive assessment, processing and recording of applications. The provision of emergency relief provides CSMC with a deeper understanding of the underlying causes that lead to poverty experienced by single mother families.
- **Membership:** CSMC has over 6500 single mother members. The Contact Worker's responsibilities include signing up and updating member details on our Salesforce database in the course of a Support Line call.
- **Accountability:** The Contact Worker is responsible for recording each contact through accurate case notes and gathering statistical data to meet the accountability requirements of CSMC's core funding agreement and the organisation as a whole. All contacts and case notes are recorded within our Salesforce database. This role includes development of Salesforce skills over time.
- **Participation:** The Contact Worker is expected to participate in regular staff meetings and periodically attend sector meetings or professional development activities.
- **Other tasks:** The Contact Worker responds to enquiries from organisations, professionals, students or other parties regarding CSMC's services and assists with relevant administrative duties involved in the daily running of the office.

Contact work can at times be stressful, and all staff have access to individual and group supervision, support and debriefing sessions and external debriefing by phone when needed. However, given the small team size, it is essential that the Contact Worker has excellent self-monitoring skills for stress, and is able to request additional de-briefing or support when needed.

KEY SELECTION CRITERIA

Required

- Is or has been a single mother
- Commitment to social justice and the philosophy of CSMC
- Proven experience providing telephone support, information and referrals, preferably in a community setting
- Demonstrated experience working with victim survivors of family violence
- Strong knowledge of the Victorian service system, and ability to facilitate effective referrals
- Expertise in establishing and maintaining effective partnerships and working collaboratively with other organisations

- Highly developed verbal and written communication skills
- Excellent interpersonal and collaboration skills
- Strong computer skills including MS Word, Excel, Outlook etc.
- Ability to work in a self-directed, consultative and accountable manner

Desirable

- Demonstrated proficiency in conducting family violence intakes, assessments
- Experience with CRM database management, preferably Salesforce Experience
- Experience in case work, housing, mental health, family violence etc.
- Skills in report writing
- Relevant tertiary qualifications in community services, social work, social welfare, health promotion or similar field

APPLICATION PROCEDURE

Applications open until 9am Thursday 23 April 2026

Written applications to be provided via EthicalJobs.com.au and addressed to:

Jenny Davidson
Chief Executive Officer
ceo@csmc.org.au

Please include a cover letter clearly addressing all the key selection criteria and a current resume.

Appointment is subject to a police check.

Please contact Jenny Davidson, CEO to discuss the role further.
Ring 0407 697 976 or email ceo@csmc.org.au