
	<b>Position Title:</b> Children's Contact Service - Weekend worker	<b>Team:</b> Post Separation Services	
	<b>Band:</b> A	<b>Salary:</b> Stream1 , Level 5	<b>Date:</b> May 2026

<b>OUR VISION AND PURPOSE</b>	<b>ROLE CONTEXT</b>
<p><b>We believe children, young people and families should be safe, thriving and hopeful.</b></p> <p><b>Our Vision for 2026: Together we will courageously change lives and reimagine service systems.</b></p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people, and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p><b>We look forward to working with our staff, carers, partners, supporters, and government, to ensure children, young people and their families can create the future they imagine for themselves.</b></p>	<p>Berry Street's Post Separation Services in the Hume Region offers a suite of services to support separated parents who are experiencing entrenched conflict. The Children's Contact Service is funded by the Australian Federal Government, Attorney Generals Department and funds administered through the Department of Social Services. The Contact Service (CCS) aims to minimise a child's exposure to conflictual situations by assisting separated parents in managing contact arrangements through the provision of supervised visits and changeovers. The CCS supports families through a case support model.</p> <p>Post Separation Services covers Greater Shepparton Statistical area 4</p>
<b>OUR VALUES</b>	<b>PRIMARY OBJECTIVES OF THE ROLE</b>
<p><b>We expect all staff to apply these Values in all aspects of their work.</b></p> <p><b>Courage:</b> to never give up, maintain hope and advocate for a 'fair go'.</p> <p><b>Integrity:</b> to be true to our word.</p> <p><b>Respect:</b> to acknowledge each person's culture, traditions, identity, rights, needs and aspirations.</p> <p><b>Accountability:</b> to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way.</p> <p><b>Working Together:</b> to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p> <p>Berry Street is committed to being a child safe, child friendly and child empowering organisation. <b>In everything we do we seek to protect children.</b></p>	<p>Primary objectives and responsibilities include:</p> <ul style="list-style-type: none"> <li>• Supervise visits and facilitate changeovers between parents and children whilst maintaining focus on the safety and wellbeing of the children (weekends)</li> <li>• Provide support to families utilising the CCS as required</li> <li>• Conduct Child Orientation if booked.</li> <li>• Case Note observations and conversations</li> </ul>
<b>OUR VALUES</b>	<b>REPORTING RELATIONSHIPS</b>
	<p>This role is based at our Shepparton Office on Yorta Yorta Country.</p> <p>It is part of the broader Community Partnership &amp; Support Services which also includes Saver Plus, L2P and School Focused Youth Service.</p> <p>This role reports to the Team Leader, Community Programs who will provide supervision and review.</p>

## EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Code of Conduct, which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement.
- Raise all health, safety, and wellbeing issues or concerns with managers, observe all safe work procedures and instructions, and take reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner.
- Participate in regular supervision, performance planning and review processes and probationary reviews.
- Complete mandatory training within designated timeframes.
- Berry Street is committed to service delivery that prioritises and celebrates diversity and inclusion in our staff and the children, young people and families we support. Every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality, or religion.
- Berry Street is committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify as LGBTIQ+.

## KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED TO FULFIL THE ROLE

- Excellent written and oral communication skills (including public speaking, presenting, and facilitation skills).
- Demonstrated ability to flexibly manage competing priorities, monitoring workloads and practising and promoting self-care strategies.
- Demonstrated knowledge of child-focussed, culturally sensitive practice, child development theory.
- Demonstrated knowledge of issues relevant to parental conflict, family separation, domestic violence and child safety principles
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Minimum level of intermediate computer skills, including Microsoft Office.

## QUALIFICATIONS AND OTHER REQUIREMENTS

- A diploma level qualification in Social Work, Community Services or relevant field is required.
- Staff members must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.
- Positions working in unsupervised contact with young people in Out of Home care settings will be subject to Worker Carer Exclusion Scheme (WCES). Employees have a legal obligation to advise Berry Street if they are under investigation or have been excluded prior to and during the course of their employment.

## DESIRABLE

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## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Direct Service Delivery</b>	<ul style="list-style-type: none"><li>• Provide support to families utilising the CCS as required</li><li>• Facilitate changeovers of children between their parents</li><li>• Supervise visits between children and their parent or significant other.</li><li>• Assist with intake and assessment processes as required.</li><li>• Liaise with external services including Lawyers and community services as required.</li><li>• Communicate with the children and parents in an appropriate and sensitive way.</li><li>• Intervene wherever necessary to ensure that the emotional, psychological and physical wellbeing of the children is maintained.</li><li>• Other duties as required.</li></ul>
<b>Administration and Reporting</b>	<ul style="list-style-type: none"><li>• Keep accurate observational notes.</li><li>• Maintain security of files , ensure regular updating of documents and collect statistics as required.</li><li>• Assist with administrative tasks as required, including data input and computer operation.</li></ul>
<b>Other</b>	<ul style="list-style-type: none"><li>• Be willing to work flexible hours as determined by the demands of the position.</li><li>• Attend all required training sessions provided by the organisation and be actively involved in any other training session as directed.</li><li>• Actively participate in Supervision in accordance with Berry Street policies and procedures.</li><li>• Other duties as required including cleaning contact rooms and waiting areas as required.</li></ul>

## INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
<b>Client Facing and Service Delivery</b>	Work with clients who may have a physical, psychiatric, or sensory disability.	Regular
	Interact with clients and members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Daily
	Work with complex clients which may expose you either directly or vicariously to emotionally challenging concepts such as self-harm, trauma, illegal activity and/or violence.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional
	Work in a client's home or their family home alone and/or with others.	Occasional
	Represent, advocate, and cooperate with legal processes which may include attendance to court.	Daily
<b>Work Environment</b>	Manage demanding and changing workloads and competing priorities.	Daily
	Work in different geographic locations.	Daily
	Be exposed to all outdoor weather conditions.	Daily
	Work via computer from home as required.	Occasional
	Work office hours with the possibility of extended hours. Flexible arrangements by agreement.	Occasional
	Work rostered hours with the possibility of overtime.	Occasional
	Work on-call after hours.	Occasional
	Work in an open plan office with no assigned desk.	Regular
	Work in buildings which may require the use of stairs or elevators.	Daily
	Sit at a computer or in meetings/meeting rooms via video conference facilities or in person for extended periods.	Daily
	Work in a client's home or their family home alone and/or with others.	Occasional
	Work in educational or community facilities.	Occasional
	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Occasional

	Undertake training and professional development activities both internal and external to the organisation.	Regular
<b>Administrative Tasks</b>	Undertake administrative tasks which may include the following: computer work, filing, data entry, writing reports, case notes/plans and client records. Manage resources and budgets. Research and analyse information and data.	Daily
	Use technology including computers, photocopiers, telephones including mobiles, projectors, televisions, video conference facilities and electronic whiteboards.	Daily