
	Position Title: Family Support Worker - Children's Contact Service (CCS)	Team: Post Separation Services	
	Date: May 2025	Salary: Qualified Stream 1, Level 5	Band: A

OUR VISION AND PURPOSE	ROLE CONTEXT
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2026: Together we will courageously change lives and reimagine service systems.</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>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.</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. Supporting Parents After Separation is funded by the Australian Federal Government, Attorney General's Department and funds administered through the Department of Social Services. The key objective of the program is to reduce the adverse impact on children of parental conflict, and to assist parents to implement and manage cooperative parenting arrangements through the delivery of brief but impactful, psycho educational workshops.</p> <p>The Berry Street Children's Contact Service is also funded by the Australian Federal Government, Attorney Generals Department and funds administered through the Department of Social Services. The Contact Service (CCS) aims to minimize 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>The Kids Turn Around is funded by Berry Street. This program is of a voluntary nature and offered primarily to children who have been exposed to protracted parental conflict, but also to children who have been impacted emotionally in some way by their parent's separation/divorce who are likely to benefit from participation.</p> <p>Berry Street provides services in the Greater Shepparton statistical area 4.</p>
	<p>PRIMARY OBJECTIVES OF THE ROLE</p> <p>Purpose of the role is to assist families to Co-Parent in a child focused manner, reduce conflict between parties and support them to transition to self management where appropriate. The Family Support Worker will work with families to identify additional supports required and assist them to overcome barriers to transition.</p>

OUR VALUES	REPORTING RELATIONSHIPS
<p>We expect all staff to apply these Values in all aspects of their work.</p> <p>Courage: to never give up, maintain hope and advocate for a 'fair go'.</p> <p>Integrity: to be true to our word.</p> <p>Respect: to acknowledge each person's culture, traditions, identity, rights, needs and aspirations.</p> <p>Accountability: 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>Working Together: 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. In everything we do we seek to protect children.</p>	<p>This role is based at our Shepparton Office on Yorta Yorta Country. It is part of the broader Community Partnership & Support Services which also includes Saver Plus, TAC L2P Program and School Focused Youth Service.</p> <p>This role reports to the Team Leader Post Separation Services who will provide supervision and review.</p>

EXPECTATIONS
<ul style="list-style-type: none"> • 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, presentations and facilitation skills).
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels 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, child abuse, and court orders.
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.

QUALIFICATIONS AND OTHER REQUIREMENTS

DESIRABLE

- Minimum, Diploma Level Community Services, Social Work and Sociology or in relevant field.
- Minimum level of intermediate computer skills, including Microsoft Office.
- 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 Stret if they are under investigation or have been excluded prior to and during the course of their employment.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none">• Provide case support to families accessing the CCS to assist them transition to self-management• Maintain client files and ensure observational notes are completed in a timely manner.• Refer families to external services as required.• Conduct intake interviews/assessments with families accessing the CCS as required.• Supervise visits and facilitate change overs.• Liaise with external services including Lawyers and community services.• Compile Service reports for Court.
Administration	<ul style="list-style-type: none">• Support intake and assessment processes of the CCS as required.• Maintain database and data reporting requirements including DEX• Keep accurate observational notes.• Maintain security of files, ensure regular updating of documents and collect statistics as required.
Program Development	<ul style="list-style-type: none">• Participate in relevant organisational meetings, supervision and staff appraisal.• Assist in the development, maintenance and evaluation of policies, guidelines, protocols and procedures that assist in effective delivery.• Establish good working relationships and communication with team members and relevant community professionals.
Other	<ul style="list-style-type: none">• Access and ability to maintain a Home Workspace to facilitate working from home as required.• Other duties as required.



Believing In Children,
Young People, Families
& Their Future.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

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

Frequency Types:	Daily	Regular	Occasional	Not Applicable (N/A)
------------------	-------	---------	------------	----------------------

Element	Key Activity	Frequency
Client Facing and Service Delivery	Work with clients who may have a physical, psychiatric or sensory disability.	Daily
	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.	Regular
	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.	Not Applicable
	Work in a client's home or their family home alone and/or with others.	Not Applicable
	Represent, advocate and cooperate with legal processes which may include attendance to court.	Regular
Work Environment	Manage demanding and changing workloads and competing priorities.	Regular
	Work in different geographic locations.	Occasional
	Be exposed to all outdoor weather conditions.	Occasional
	Work via computer from home as required.	Occasional
	Work office hours with the possibility of extended hours. Flexible arrangements by agreement.	Regular
	Work rostered hours with the possibility of overtime.	Occasional
	Work on-call after hours.	Not Applicable
	Work in an open plan office with no assigned desk.	Occasional
	Work in buildings which may require the use of stairs or elevators.	Regular
	Sit at a computer or in meetings/meeting rooms via video conference facilities or in person for extended periods.	Regular
	Work in a client's home or their family home alone and/or with others.	Not Applicable
	Work in educational or community facilities.	Regular
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
Administrative Tasks	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, fax, projectors, televisions, video conference facilities and electronic whiteboards.	Daily