



JOB DESCRIPTION

Assistant Coordinator, Children's Contact Service

RESPONSIBLE TO: Coordinator, Children's Contact Service

BASIC RESPONSIBILITY: To assist in the coordination of delivery and quality management of the Contact Service

DUTIES:

Leadership and Coordination:

1. With assistance from the Coordinator, support the delivery of CCS, within expectations of the service delivery schedule, working towards meeting targets, and within budget
2. Prepare staff rosters, schedule appointments for contact visits and change overs
3. Undertake induction, training and the provision of ongoing support, mentoring and guidance to CCS staff and students
4. Participate in the weekend on-call roster
5. Provide leave cover for the CCS Coordinator

Service Delivery:

1. Facilitate delivery of contact arrangements in line with Interrelate's model, through the coordination of services and staff, including the collection and management of fees
2. Conduct supervised visits and change overs when required. Observe and note significant behaviours of children and parents for observation reports and for follow up and/or inclusion in family case management plans
3. Support CCS staff to develop and maintain quality observation and report writing and note taking skills by reading and reviewing notes, observation reports and provide the necessary training
4. Conduct ongoing assessment, case planning, monitoring and review of families. In consultation with families, develop family case management plans and client goals to instruct service delivery



5. Ensure CCS practice is aligned to the organisation's vision, values and philosophies, including providing child-centred, holistic, strengths-based and integrated support to parents and children as a member of a multidisciplinary team
6. Participate in collaborative case management discussions, to support the delivery of wrap-around services and integrated support to clients as part of Interrelate's multidisciplinary team
7. Maintain professional documentation and administrative systems according to agency requirements and Interrelate's policies and guidelines
8. Develop and maintain relevant, and effective referral pathways for clients
9. Under the guidance of the Coordinator, respond to formal requests for information from court and other statutory authorities, including compiling subpoenas
10. Liaise regularly with the CCS Coordinator on strategies for the continual improvement of Interrelate services
11. Participation in staff consultations regarding organisational practices, policies, procedures, and performance management; to assist in the delivery of high quality, responsive and innovative services at Interrelate as required
12. Uphold the philosophy of Interrelate's child focus/child inclusive model, and ensure that a client centred, customer service perspective is reflected in all aspects of duties

Professional Conduct:

1. Maintain appropriate practice networks, alignment to current industry regulations/standards and abreast of literature relevant to CCS service delivery
2. Work with the management team to ensure the centre's ongoing membership with ACCSA
3. Participate in annual performance reviews, attend training and supervision, aligned to the expectations and culture of continuous learning and professional development at Interrelate
4. Follow child protection procedures, complete risk assessment and procedures



CORE CAPABILITIES:

Planning & Time Management (*Intermediate*) – Manages schedules and uses tools effectively to assist with planning and organising

Written Communication (*Intermediate*) – Provide clear and accurate written information when completing day-to-day tasks and in other communications and reports

Confidentiality (*Intermediate*) – Demonstrates a respect for confidentiality, follows relevant policies and procedures to deal with more complex and ambiguous issues

Client Outcomes (*Adept*) – Provides leadership which focuses team on client outcomes by implementing best practice and innovation in service delivery

Team Dynamics (*Adept*) – Facilitates the development of positive team dynamics and working relationships by creating an open, honest, constructive and inclusive working environment

Negotiation and Conflict Management (*Advanced*) – Skilled in negotiation, problem solving and conflict resolution with staff and clients, implementing and maintaining systems and processes to manage conflict and disputes

Interpersonal Skills (*Advanced*) – Models emotional intelligence, social awareness and self-management in communication, conflict resolution and difficult conversations; facilitates staff development

Ethics (*Advanced*) – Communicates behavioural expectations which align to the Code of Conduct, modelling behaviour aligned to organisational values

POSITION REQUIREMENTS:

Interrelate employees are required to:

- Understand and comply with all policies and procedures pertaining to the Organisation
- Perform other duties consistent with the responsibilities of the position as required by Management



- Demonstrate an awareness and commitment to the Organisation's Code of Conduct, values and purpose
- Work in collaboration, and network with, key stakeholders and the wider community
- Follow WHS policies and procedures relating to workers as per Interrelate's WHS policies and procedures
- Understand the principles of diversity, equity and inclusion; and, the needs of the diverse communities Interrelate provides services to
- Complete a satisfactory Australian National Police Check
- Hold clearance of a NSW Working with Children Check (or State/Territory equivalent), current drivers licence (if required for the role), and unrestricted permission to work in Australia

SELECTION CRITERIA:

1. Bachelor degree in social work, psychology, counselling or related discipline.
2. Demonstrated experience and skills in:
 - a. working in a Children's Contact Service and/or with families and children experiencing separation and family breakdown and high levels of family conflict
 - b. one or more areas of clinical work, e.g. counselling, dispute resolution, relationship education, children's services, men's programs, family law etc.
 - c. management, supervision and training of staff, along with supervision training (or willingness to obtain)
 - d. working with families within a case management setting
 - e. managing high parental conflict whilst upholding the best interest of children
 - f. program management
 - g. solutions focused and interpersonal communication skills
 - h. report writing, case notes, data collection and data entry
 - i. liaising with the community and building local networks
 - j. dealing with Family Law Court procedures
- k. working with online systems and technology, such as a CRM (Client Relationship Management) System, Zoom and Microsoft Teams.



3. Demonstrated knowledge and understanding of:
 - a. child development, child protection and family violence issues
 - b. the existing framework of the Children's Contact Service, and a demonstrated capacity to work within it
4. Current First Aid Certificates as follows: Provide CPR (HLTAID009), Provide Basic Emergency Life Support (HLTAID010), Provide First Aid (HLTAID011) and Provide First Aid in an Education and Care Setting (HLTAID012), or willingness to attain them within the first month of employment