



JOB DESCRIPTION

Contact Worker, Children's Contact Service

RESPONSIBLE TO: Coordinator, Children's Contact Service

BASIC RESPONSIBILITY: Undertake Contact Service duties as allocated by the Line Manager

DUTIES:

1. Be well-informed about Interrelate operations in order to facilitate the promotion of these Services within the community
2. Be well-informed about other relevant and appropriate community services in the area to facilitate effective referrals
3. Adhere to appropriate work practices to protect the confidentiality of clients
4. Responsible for meeting agreed service targets
5. Keep case records, case notes and complete administrative paperwork as required
6. Participate in program and service evaluations as requested
7. Attend both individual and group supervision as requested
8. Participate in professional team meetings
9. Pursue ongoing training by identifying training needs through regular performance assessments; attending internal training opportunities as agreed with the Line Manager; and attending relevant external training opportunities
10. Participate in staff consultations in relation to organisation practices, policies and procedures, performance management systems etc.
11. Supervise children's contact and facilitate changeover of children between parents whilst maintaining focus on the safety and well-being of the children
12. Observe and note significant behaviours of children and/or parents during contact visits or change overs
13. Employees are responsible for:
 - a. Following WHS policies and procedures
 - b. Ensuring that their conduct does not endanger others

- c. Carrying out their duties in a manner which does not adversely affect their own health and safety or that of others
- d. Cooperating with measures introduced in the interest of workplace health and safety
- e. Undertaking any training provided in relation to WHS
- f. Immediately reporting any matters which may affect workplace health and safety to their Line Manager
- g. Correctly using any information, training, personal protective equipment and safety devices provided
- h. Refraining from intentionally misusing or recklessly interfering with anything that has been provided for health and safety reasons
- i. Undertaking only those tasks for which they have authorisation and/ or the necessary training, and for which all necessary safety arrangements are in place
- j. Observing anything in the workplace that may pose a hazard or potential risk and notifying the WHS representative
- k. Notifying the Practice Lead immediately of any conditions which may place a staff member or service user at risk of significant harm
- l. Ensuring clients and course participants are aware of WHS hazards and risks within the workspace, and of related fire, evacuation and emergency response procedures

CORE CAPABILITIES:

Client Outcomes (Intermediate): Provides clients with high quality specialised or technical service and appropriate referrals

Client Diversity (Intermediate): Demonstrates sensitivity and respect for diversity and differences in clients, adjusting to the needs of clients

Knowledge of Client Issues (Foundational): Maintains awareness of client issues and needs

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

Ethics (Intermediate): Adheres to professional boundaries and standards; provides advice and assistance to others

Interpersonal Skills (Foundational): Demonstrates active listening, empathy and sensitivity when interacting with clients and colleagues



Technology (Foundational): Uses technology and software applications effectively in accordance with task requirements

Planning and Time Management (Foundational): Organises work to meet agreed schedules and timelines, adapting to changing demands as required

Knowledge of Community (Foundational): Maintains basic knowledge and awareness of client and/or community issues and organisations

Reflective practice (Foundational) Applies organizational practice models, procedures and relevant legislation when working with clients

POSITION REQUIREMENTS:

Interrelate employees are required to:

1. Understand and comply with all policies and procedures pertaining to the Organisation
2. Perform other duties consistent with the responsibilities of the position as required by Management
3. Demonstrate an awareness and commitment to the Organisation's Code of Conduct, values and purpose
4. Work in collaboration, and network with, key stakeholders and the wider community
5. Follow WHS policies and procedures relating to workers as per Interrelate's WHS policies and procedures
6. Understand the principles of diversity, equity and inclusion; and, the needs of the diverse communities Interrelate provides services to
7. Complete a satisfactory Australian National Police Check
8. 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. Minimum Certificate IV in Community Services
2. Demonstrated experience working with families and children experiencing separation and family breakdown and high levels of family conflict
3. Demonstrated experience working in one or more areas of clinical work, e.g. counselling, dispute resolution, relationship education, children's services, men's programs, family law, etc.
4. Knowledge of child development, child protection and family violence issues
5. Demonstrated skills in managing high parental conflict whilst upholding the best interests of children
6. Willing to be available to work on weekends and flexibility within working hours
7. Capacity to work with limited supervision
8. Capacity to operate within the existing framework of the Children's Contact Service
9. Excellent written and verbal communication skills
10. Administrative and organisational skills
11. 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