

Position Title – Social Worker

Division:	Family and Community Services – Children Contact Services
Award and Classification:	SCHCADS Level: 6
Position ID	SSW01

Position Objective:

The Senior Social Worker works within the Child Contact Service to facilitate changeovers and supervised visits in accordance with individual client agreements and in line with program guidelines. They will be responsible for the day-to-day site coordination and supervision of CCS Workers within their site. CCS workers are to be child focused and therefore must be vigilant in ensuring the physical and emotional wellbeing of all parties, but in particular the children using the service.

Part A: Organisation

Organisation, Vision, Purpose and Values

Our Organisation:

Comm Unity Plus Services Ltd (operating as commUnity+) is a multidisciplinary organisation located predominantly across Melbourne's western suburbs. We strive to enable positive change and growth for people through a range of prevention and early intervention programs including Community Education, Children's Contact Services, Neighbourhood House, Legal Services and community engagement and development activities.

commUnity+ has grown from a small residents' action group in Deer Park to a large community-based organisation that delivers programs from multiple locations. Our Head Office is located at Keilor Downs.

Our clients and participants are people facing disadvantage, hardship and social exclusion, with particular focus on members of communities new to Australia. We support vulnerable children and women, and those who need a helping hand to achieve justice and fairness when dealing with governments and the legal system.

commUnity+ is a company limited by guarantee and is a registered charity endorsed as a Deductible Gift Recipient with the Australian Charities and Not-for-profits Commission. commUnity+ receives funding from Local, State and Commonwealth Government departments; and partners with private, community and government agencies to enhance our service delivery, including through allied services, and to increase access for our communities.

Our Vision:

For all people, families and communities to thrive.

Our Purpose:

We empower and support people by unlocking pathways to connection, learning, work and justice.

Our Values:

Empowerment:	We respect the strength of our communities and support people to have agency over their own lives.
Compassion:	We embrace the lived experience of all people and approach our work with kindness, care and courage.
Collaboration:	We work well together as one team and with our partners to deliver holistic services.
Responsiveness:	We listen to diverse communities, measure impacts and make informed decisions about the services we provide.
Accountability:	We are responsible and self-reflective. We acknowledge and celebrate achievements.

Our Services:

- Community Education (RTO) accredited and non-accredited training across a range of Programs
- Legal Services (commUnity+ Legal)
- Family Services (including Children's Contact Service and other family support)
- Neighbourhood House
- Community engagement and development projects and activities

Part B: Operational Context

Children's Contact Service

The commUnity+ Children's Contact Service (CCS) provides safe, neutral, onsite facilitated changeovers and supervised visits for children and their separated parents. These contacts are often court mandated due to high conflict familial circumstances, and often exist within a broader suite of family law services. The neutrality and child-centric focus of the program enables the children to maintain a meaningful relationship with the parent whom they do not live with.

The CCS program offers onsite changeovers and supervised visits for children and their separated parents.

For more information, please visit <https://www.comm-unityplus.org.au/family-services>

Part C: Position Specifications

Relationships

Division:	Family and Community Services
Program/Team:	Children's Contact Service
Location:	The role is primarily based at commUnity+'s Deer Park, Glenroy, and Brunswick locations and may require travel between sites as part of normal duties.

	In addition, the role may require attendance at other locations from time to time.
Reports to:	Manager Children's Contact Service
Indirectly Reports to	N/A
Internal:	Leadership Team and other program or corporate staff
External:	Court Staff, family support workers, lawyers, ACCSA.

Dimensions		
Staff / Volunteers Managed or Supervised	Direct	CCS Workers & Casual CCS Workers
	Indirect	Administration Officer, Graduate Social Worker, Student Placements

Key Accountabilities
A. Organise and facilitate intake assessments, change overs and supervised visits B. Relationship management C. Case Management, report writing and client support D. Staffing Management E. Responsibilities of Comm Unity Plus Staff Members

Key Accountabilities
A. Organise and facilitate intake assessments, change overs and supervised visits - Familiarise children and parents using the Children's Contact Service, around the purpose, safety, venue, processes, and equipment. - Follow review process to assist families progress towards self-management - Provide information and support to all the parents who would like to access our services and ensure referrals are made when commUnity Plus Services Ltd cannot provide the services required. - Facilitate the Supervised Visits and Changeovers in accordance with commUnity Plus procedures and processes. B. Relationship management - Communicate with parents, children, and young people in a consistent, appropriate, and culturally sensitive manner. - Liaise with lawyers, court staff and support services to provide information about the service or the progress of mutual clients. - Assist in managing and maintaining stakeholder relationships and networks. C. Case management, report writing and client support - Undertake complex client assessments in order to make decisions around client suitability to access the CCS program. - Develop case plans ensuring the needs of the children are met.

- Working from a child-centred framework utilising a strengths-based approach, engaging children and their families in a consistent and culturally sensitive manner to ensure safety.
- Provide case management in the delivery of the Children's Contact Service including liaising with high conflict families, their legal representatives, and associated services.
- Refer parents and children to appropriate services, programs, and organisations, including other Comm Unity Plus programs for additional support.
- Maintain all case notes and client records with a high standard of accuracy timeliness and in accordance with confidentiality and privacy requirements.
- Provide high quality draft court reports and preparation of subpoenaed files and affidavits (as required).

D. Staffing Management

- Supervise the staff within their CCS site and social work students on placement.
- Oversee and mentor social workers on site to ensure consistent and best practice service delivery.
- Exercise sound judgement and work collaboratively with staff to identify and manage OH&S, client, and other service delivery risks.
- Implement practice directives as provided by the Manager CCS and maintain effective communication with all relevant staff.
- Assist in preparing client applications, managing waiting lists and current service user issues including preparation for pre and post weekend contact work.
- Provide ongoing supervision, manage performance, and support professional development of directly reporting staff.

E. Responsibilities of Comm Unity Plus staff members

- Participate in relevant supervision and professional development to maintain up to date information on changes and trends.
- Demonstrate the values of Comm Unity Plus Services Ltd
- Promote the services and programs of Comm Unity Plus Services Ltd in the context of organisational philosophy and objectives.
- Ensure compliance with policies and procedures of Comm Unity Plus Services Ltd.
- Actively participate in and contribute to regular team and staff meetings or workshops.

A. Other

Carry out any lawful, safe and reasonable instruction that is consistent with the contract of employment and the person specification requirements for this Position.

commUnity+ is committed to the safety and well-being of children and, as such, is committed to creating and maintaining a child safe organisation. Carry out any responsibilities in keeping with the child safety principles and Child Safe Standards, as specified under the Child Wellbeing and Safety Amendment (Child Safe Standards) Act 2015.

Part D: Person Specification

Key Selection Criteria	
Essential:	• Demonstrated experience and ability working with children • Demonstrated experience in supervising staff utilising reflective supervision practices • Understanding of children's development and their needs around contact issues • Demonstrated communication skills, both written and verbal, including report writing and proven ability to communicate sensitively and effectively with parents and children in crisis.

	• Demonstrated understanding of the effect of family violence on families, particularly children • Ability to work sensitively and effectively with people from diverse backgrounds and cultures • Demonstrated computer skills • Ability to work autonomously in an effective, accountable, and transparent manner • Well-developed negotiation and problem- solving skills
Desirable:	• Understanding of the family law system

Qualifications	
Essential:	• Tertiary qualifications in Social Work • A minimum of 3 years' experience, post qualification.
Desirable:	• N/A

Other Requirements	
Essential	• Current Working With Children Check, and ongoing validity. • Current Criminal Records Check, and ongoing validity. • Current valid Victorian Drivers Licence
Desirable	• Proficiency in a community language.

Part E: Declaration

Declaration	
My position description has been explained in detail and I understand that this position description is an indication of the duties and responsibilities that I may be required to undertake. From time to time, there maybe other reasonable duties within my skills and experience that I may be requested to undertake. I hereby accept the accountabilities and authority as outlined.	
Employee	Name Signature Date: / /
Manager	Name Signature Date: / /