

Position Description

Title:	CCS Supervisor
Agreement Coverage:	RASA Enterprise Agreement 2014
Classification Level:	Grade 3

Primary Objective

The Children's Contact Services Supervisor, under the general direction of senior staff, is responsible for undertaking screening, assessment and intake of CCS clients, providing orientation for families and children, supervision of CCS workers, and direct client services.

Position Responsibilities

- Be responsible for undertaking a comprehensive screening and risk assessment for issues such as family and domestic violence, mental health and child safety in conjunction with senior staff as required.
- Provide intake, orientation and information to clients seeking to access CCS.
- Safely deliver direct client services, including supervised visits and changeover, and coordinate CCS workers to provide high quality and respectful client services.
- Take high quality observational notes and supervise CCS workers to do the same.
- Collate CCS observational notes and prepare written reports for Family Court under general direction of senior staff.
- Provide telephone and face to face case work and support to clients seeking assistance from CCS.
- Provide referral assistance to clients where appropriate.
- Assist in the development and delivery of new CCS client initiatives.
- Undertake all required data entry, record keeping and reporting required by CCS and RASA.
- Where relevant, complete Serious and Complex Matters and CARL reporting.
- Ensure a high standard of safety is implemented in all client service delivery.
- Undertake a range of program activities to ensure optimal service delivery as required.

Qualifications and Experience

Essential

- A bachelor's degree (AQF Level 7) in a relevant field such as social work, psychology, or counselling or the equivalent experience.
- Experience working with children.
- Experience in working with domestic and family violence, child protection and mental health issues

Desirable

- Experience in working with children and families with complex needs.

- Experience or qualifications in children's services or youth work.

Skills, Knowledge and Abilities

- A working knowledge of trauma and the effects of trauma on children.
- A working knowledge of Attachment Theory.
- A working knowledge of family and domestic violence and mental health issues
- A basic knowledge of the family law system.
- A working understanding of cultural fitness.
- Ability to understand and explain RASA policies to clients in an appropriate manner.
- Ability to work independently under limited supervision.
- Ability to utilise a high level of interpersonal skills, including sensitivity, diplomacy and the ability to negotiate effectively.
- Ability to use computer systems such as Microsoft office.
- Ability to work and communicate effectively with a wide range of people from different cultural backgrounds and to respond sensitively and appropriately to people in a variety of situations.
- Ability to work in a self-directed and autonomous role without direct daily support.
- Demonstrate a high level of interpersonal skills, including sensitivity, diplomacy and the ability to negotiate effectively.
- Knowledge of current evidence based practices.
- Ability to work in a frontline role with clients in crisis.
- A working knowledge of child safety abuse notification requirements.
- Physical ability to manage, lift and carry children and their possessions as required.

Requirements

- A satisfactory DCSI check for working with children.
- A satisfactory National Criminal History Check.
- Current Child Safe Environments certificate.
- Flexibility to work evening shift, weekend work, extra hours/days to cover leave and other contingencies.
- Ability to adapt and perform duties as required by changing program needs.

Work Health and Safety

- Demonstrate safe work practices for personal health and safety and the health and safety of others in line with Work, Health and Safety requirements.
- Comply with any reasonable instruction that is given by RASA and co-operate with any reasonable policy or procedure of RASA relating to health or safety in the workplace.
- Work with the coordinator for continuous improvement and monitoring of risk management practice as it relates to clients.

Direct reports

N/A

Values and Behaviors

The values and behaviors expected of RASA staff are outlined in the RASA Values, Ethics and Principles statement and the RASA Shared Behaviors statement. The duties outlined in this position description are to be read in conjunction with these statements along with the values outlined below.

- Diversity** We believe that human diversity contributes to a rich and vibrant society.
We recognise the importance of culture in the lives of individuals and value cultural diversity.
We believe in each person's expression of their spirituality and the importance of all religions.
We respect the diversity of relationships between and in individuals, families and communities.
- Respect** We believe in the unique and innate worth of all individuals.
We value the right of all people to live in safety and be treated with respect.
We support an equitable, just and non-discriminatory society.
We believe in the importance of living in harmony with our environment.
- Belonging** We recognise the importance of a sense of connection and belonging in people's lives.
We value the importance of caring and loving relationships for couples, families, kin and friends.
We believe in the importance of positive and supportive relationships with the local community, between communities and in workplaces.
- Learning** We believe that people should have the opportunity to learn and change throughout their lives.
We value people's right to make choices and learn from their experiences.
We believe in the importance of working and living together and learning from each other.

Acknowledgement

I, _____, have read, understood and accept the position as documented in this position description.

Employee Name:

Signature:

Date:

Manager Name:

Signature:

Date:
