Position Description

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| Title: | Children’s Contact Service Worker |
| Position Number: | 10084 |
| Agreement Coverage: | RASA Enterprise Agreement 2019 |
| Classification Level: | Grade 2 |
| Team: | CCS Riverland |
| Reports To: | Post Separation Services Coordinator |
| Location(s): | Berri |
| Position Profile: | Profile B |

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| Primary Objective |

The Children’s Contact Services Worker will conduct CCS services including changeovers and supervised contact visits and client groups as required with CCS clients. They will ensure that the child’s needs and best interests always remain paramount and report to senior staff concerns relating to children and their parents and any other difficult operational issues.

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| Position Responsibilities |

* Work under the general direction to provide a safe, secure, and comfortable environment for children, parents and other family members who are using the CCS service.
* Provide a professional and sensitive service to a diversity of family backgrounds and special needs.
* Observe supervised contact visits and changeovers, recording factual (non- interpretive) observational notes.
* Greet children, parents, and other family members in a professional and friendly manner.
* Work collaboratively with other staff when dealing with more complex clients and child refusals.
* Provide support to children, parents, and other family members prior to, during and after contact has occurred.
* Ensure parents and other family members adhere to the CCS service agreement.
* Maintain relevant notes and records and input data into RASA’s Client information system as per organizational requirements.

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| Qualifications and Experience |

Essential

* Qualification or experience.
* Experience working with children.

Desirable

* Experience working with vulnerable people.
* Experience working with families.

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| Skills, Knowledge and Abilities |

* Ability to monitor, evaluate and develop own work.
* 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 follow RASA procedures and policies relating to the operation of the Children’s Contact Service.
* Ability to maintain confidentiality, unless matters of serious nature arise.
* Knowledge of the impact of family separation and family violence.
* Ability to operate with initiative and motivation and to work under general direction.
* Demonstrates a sound level of oral and writing skills.
* Exercises a good level of interpersonal skills, including sensitivity, diplomacy, and the ability to negotiate effectively.
* Contributes to practices to improve current practice and enhance organisational functioning.
* Work as a member of a team, fostering confidence and co-operation of others.
* Participate in open and honest communication with all CCS team members and actively support team effectiveness.
* Model ethical behaviour consistent with legislation, RASA’s values and Ethics, Code of Conduct, Policies and Procedures and Shared Behaviours.
* Dedicated to flexibility and creativity in problem solving and program innovation.
* Physical ability to manage, lift and carry children and their possessions as required.

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| 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.

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| 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.

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| Direct Reports |

* N/A

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| How We Work |

We work within the framework of RASA’s values which are Diversity, Respect, Belonging and Learning.

Curiosity and creativity  
We are open to enquiry and discovery; we are committed to learning individually, as a team, as an organisation and as a community. We use obstacles to drive innovation.

Do our bit well

We are realistic, practical, simple but not simplistic. We recognise that it is clients who change their lives; we, at best, inspire, enable and support change. We build partnerships with other services, and we recognise our limits.

Walk together in harmony

We listen respectfully to different perspectives, and we are open to influence. The spirit of walking in harmony is about generosity, humility and respect for the differences we each bring to our partnerships. We acknowledge what we have learned from Uncle Lewis Yerloburka O’Brien and other Aboriginal and Torres Strait Islander people and seek to continue learning about the cultural responsibility from Aboriginal and Torres Strait Islander peoples.

Using restorative practice, we work **with** each other – using high support and high challenge to sustain team culture and grow our work.

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| Acknowledgement |

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

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| Employee Name: |  |
| Signature: |  |
| Date: |  |