Position Description

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| Title: | Children’s Contact Services Supervisor |
| Position Number: | 10086 |
| Agreement Coverage: | RASA Enterprise Agreement 2019 |
| Classification Level: | Grade 3 |
| 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 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.

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| 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.

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| Qualifications and Experience |

Essential

* Experience working with children and parents and ability to work with separated families with complex needs.
* Diploma (AQF Level 5) in a relevant field such as children’s services or community services.

Desirable

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

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| 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.

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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:  |  |