

Children's Contact Service Worker

Division:	Family and Community Services
Award and Classification:	SCHADS Level 4-5

Position Objective:

This role will report to the respective Senior Social Worker of the site. Children's Contact Service Worker will assist in the delivery of services to clients within the Family Programs of Community Plus, primarily the Children's Contact Service.

This includes the facilitation of changeovers and supervised visits with a trauma-informed and child-focussed approach, in accordance with individual client agreements, CCS/organisational policy, program guidelines and the legislative frameworks.

Part A: Organisation

Organisation, Vision, Purpose and Values
<p>Our Organisation:</p> <p>Comm Unity Plus Services Ltd (operating as commUnity+) is a community-based company limited by guarantee, funded by Local, State and Commonwealth Government departments and philanthropic trusts.</p> <p>Comm Unity Plus Services Ltd (commUnity+) delivers a range of prevention and early intervention programs focused on informing and engaging with our community and enhancing people's lives. This is achieved via high-quality Adult Education, Legal (through the Brimbank Melton Community Legal Centre) and Family Support programs as well as community engagement and development activities.</p> <p>commUnity+ partners with private, community and government agencies to enhance our service delivery, including through allied services, and to increase access for our communities.</p> <p>Our services are pivotal to building social capital and the agency of people living in Melbourne's western suburbs.</p>
<p>Our Vision:</p> <p>Everyone in the West has a safe place where they feel they belong and live the life they choose.</p>
<p>Our Purpose:</p> <p>Understand the needs of individuals and communities we serve and provide effective and efficient services to increase economic, social and cultural participation.</p>
<p>Our Values:</p>

Responsive:	We will listen to our diverse communities, measure impacts and make informed decisions about the services we provide.
Empowering:	We will respect the strength of our communities and collaborate to deliver holistic services.
Accountable:	We will be responsible and self-reflective. We will acknowledge and celebrate achievements.
Collaborative:	We work well together and as one team for our community.
Our Services: <ul style="list-style-type: none"> • Adult Education (RTO) accredited and non-accredited training across a range of Programs • Legal Services (including Brimbank Melton Community Legal Centre) • Family Services (including Children's Contact Service and other family support) • Neighbourhood House Other community engagement and development projects and activities.	

Part B: Operational Context

Family Services Program
<p>The commUnity+ Children's Contact Service (CCS) provides safe, neutral, onsite facilitated changeovers and supervised visits for children and their separated parents. The overall objective for CCS is to provide children with the opportunity of re-establishing or maintaining a meaningful relationship with both parents, when safe to do so.</p> <p>The CCS program offers onsite changeovers and supervised visits for children and their separated parents.</p> <p>For more information please visit https://www.comm-unityplus.org.au/family-services</p>

Part C: Position Specifications

Relationships	
Division:	Family and Community Services
Program/Team	Children's Contact Services
Location	Deer Park, Brunswick, Glenroy
Reports to:	Senior Social Worker
Indirectly Reports to:	Manager - CCS, General Manager - Family and Community Services

Internal:	Family Program staff, corporate staff and all other program relevant staff.
External:	Clients, legal representatives, Departmental staff, Court representatives, health professionals, project stakeholders and other community organisations.

Key Accountabilities

- A. Client Management, including case notes/case management
- B. Facilitate the supervised visits and change overs
- C. Intake assessments and planning
- D. Liaise with parents, family members, legal representatives, other case workers, prison and court staff
- E. Delivery of program services in alignment with Comm Unity Plus values, objectives, programs and strategic plan; and within the legislative frameworks
- F. Perform administrative tasks for the CCS

Key Tasks

A. Client Management, including case notes/case management

- Provide information and support to all the parents who would like to access our services and ensure referrals are provided where required.
- Facilitate referrals of clients to appropriate services, programs and organisations as well as to other Comm Unity Plus services, as required.
- Maintain all case notes and client records with a high standard of accuracy and in accordance with best practice, confidentiality and privacy requirements.

B. Facilitate the supervised visits and change overs

- Facilitate the supervised visits and change overs in accordance with CommUnity Plus procedures and processes

C. Intake assessments and planning

- Undertake complex client assessments to make decisions around client suitability to access services.

D. Liaise with parents, family members, legal representatives, other case workers, prison and court staff

- Familiarise children and parents using the Children's Contact Service, around the purpose, safety, venue, processes, and equipment.

- Communicate with clients in a consistent, appropriate and culturally sensitive manner.

E. Delivery of program services in alignment with Comm Unity Plus values, objectives, programs and strategic plan; and within the legislative frameworks

- Within the CCS work from a child-centred framework utilising a strength's-based approach, engaging children and their family in a consistent and culturally sensitive manner to ensure safety.
- Take responsibility for own work to ensure all legal and professional standards are maintained.
- Assist in the development and implementation of the review process to assist families' progress towards self-management.

F. Perform administrative tasks for the CCS

- Undertake administrative tasks such as preparation and sending of service letters, pre-visit review of CCS facilities, preparation of statistics for organisation and contract reporting.
- Undertake other duties as required.
- Demonstrate the values of Comm Unity Plus Services Ltd.
- Promote the services and programs of Comm Unity Plus Services Ltd.
- Work collaboratively with other staff and volunteers across the organisation

Part D: Person Specification

Key Selection Criteria

1. Demonstrated experience and ability in working with children, with an understanding of children's development and their needs around contact issues.
2. Demonstrated case work or case management experience
3. Well-developed interpersonal and communication skills with the ability to handle sensitive communications and clients from culturally and linguistically diverse backgrounds.
4. Demonstrable understanding of family law and its impact on families in conflict.
5. Proven ability to work effectively in a team and to apply initiative to solving problems with minimal supervision

Qualifications

Desirable:	<ul style="list-style-type: none"> Tertiary degree (minimum 3 years) in Social Work or Social Sciences (i.e., Sociology, Psychology, Development Studies) is required
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Other Information	
Essential	<ul style="list-style-type: none"> Current Working With Children Check, and ongoing validity. Current Criminal Records Check, and ongoing validity.
Desirable	<ul style="list-style-type: none"> Current valid Victorian Drivers Licence

Part E: Declaration

Declaration	
<p>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, I may be required to undertake other duties within my skills and experience. I hereby accept the accountabilities and authority as outlined.</p>	
Employee	Name Signature Date: / /
Manager	Name Signature Date: / /