



POSITION	Contact Worker – Children’s Contact Service	STATUS	Casual
REPORTS TO	Team Leader – Children’s Contact Service	LOCATION	Narre Warren

BETTER PLACE AUSTRALIA

Better Place Australia has a vision of “An Australia where all people experience positive relationships, truly value each other and live safer, more confident lives”. As a community focused not-for-profit organisation with an ever-growing range of psychological and community support services, Better Place Australia is taking a leadership role in the provision of high-quality, effective services for a wide range of community groups across 25 locations in Victoria.

PURPOSE OF ROLE

Better Place Australia, via its Children’s Contact Service (CCS), offers families an independent venue where supervised contact visits for children and young people of separated parents can occur in a safe, supportive and family friendly environment. The Children’s Contact Service is also supported by the provision of a range of related parent/family support and education services.

The primary focus of the CCS is the safety and well-being of children and young people. The program maintains a clear commitment to prioritising the needs and welfare of children and will actively intervene to ensure that the best interests of children are protected and promoted at all times. The CCS provides safe neutral, onsite facilitated changeovers and supervised visits for children and their separated parents with a trauma-informed and child-focussed approach. These contacts are often court mandated due to high conflict familial circumstances and often exist within a broader suite of family law services.

The Services delivered by the CCS occur primarily over the weekend with some service delivery occurring during the week.

This position exists to serve as a facilitator and observer of clients during scheduled visitation. As part of this, there will be a requirement to greet clients, support their participation in the service and document observations during the provision of service. The role is casual (on a needs only basis) and will include weekday and Saturday engagements.

WORK PERFORMED

Direct Service

- Delivery of program services in alignment with Better Place Australia’s values, objectives, programs and strategic plan; and within the legislative frameworks
- Facilitate the supervised visits and supervised changeovers
- Undertake intake assessments and planning to make decisions around client suitability to access services
- Maintain all case notes and client records with a high standard of accuracy and in accordance with best practice, confidentiality and privacy requirements
- Liaise with parents, family members, legal representatives, court staff and other case workers
- 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 Better Place services, as required

- Perform administrative tasks for the CCS as required

Other:

- Other duties as assigned and which are consistent with the scope of the position
- Ensure compliance with Better Place Australia’s Code of Conduct and related organisational policy material
- Contribute to a culture of health and safety
- Identify potential hazards and implement appropriate risk mitigation responses in so far as is reasonably practicable.

REQUIRED QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE

Essential

- Demonstrated commitment to child safety and evidence of active involvement in child safety related activities and initiatives.
- A tertiary qualification in social work, community services or relevant discipline
- Direct experience working with a service operating supervised contact visits for children and young people of separated parents
- Strong understanding of family law and its impact on families in conflict
- Excellent interpersonal skills
- Excellent verbal and written communication skills
- Ability to work effectively in a team and to apply initiative to solving problems with minimal supervision
- Competent computer skills particularly in Microsoft Office.

Desirable

- Demonstrated experience and knowledge of child development, family violence and strength-based assessments and trauma-informed practice
- Demonstrated experience and knowledge of working with children and families, particularly in the areas of family conflict
- Demonstrated ability to handle sensitive communications and clients from culturally and linguistically diverse backgrounds
- Demonstrated case work or case management experience.

OTHER

- Current Victorian driver’s license
- Current satisfactory National Police check
- Working with Children Check (Victoria)

KEY RELATIONSHIPS / INTERACTIONS

Internal

- Team Leader – Children’s Contact Service
- Administration Coordinators
- Operational Staff
- Executive Manager – Psychological Services & Operations

External

- Clients and their family members

- Members of the Community

GENERAL INFORMATION

Better Place Australia is a not for profit organisation and we provide services for all members of the community regardless of religion, age, gender, sexuality, lifestyle choice, cultural background or economic circumstances. We offer a workplace culture reflective of a vibrant, learning organisation where our people are highly engaged in their work and committed to making a difference. Our organisation is committed to child safety and we carry out police record, working with children and reference checks to ensure that we are recruiting the right people.