

Position Description

Title:	Children's Contact Service Worker
Agreement Coverage:	RASA Enterprise Agreement 2014
Classification Level:	Grade 2

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 remain paramount at all times and report to senior staff concerns relating to children and their parents and any other difficult operational issues.

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

Qualifications and Experience

Essential

- Certificate III in Early Childhood Education and Care, Community Services or the equivalent qualification or experience.
- Experience working with children.

Desirable

- Experience working with vulnerable people.
- Experience working with families.

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 behavior 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.

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.

Direct reports

N/A

Values and Behaviours

The values and behaviours expected of RASA staff are outlined in the RASA Values, Ethics and Principles statement and the RASA Shared Behaviours 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:
