



## Position Description

Position Title	Children's Contact Service (CCS) - Support Worker
Department	Family Law Services
Program	Children's Contact Service
Location	State-wide
Classification	Level 1 (of Relationships Australia Tasmania Employee Agreement 2015)

### About Relationships Australia Tasmania

Relationships Australia Tasmania (RA Tas) is a leading provider of relationship support services. We're here to help people and communities thrive by supporting people to create positive connections.

### Our Values

At Relationships Australia Tasmania we are guided by these values in everything we do:

- Willing to Serve
- In it Together
- People Matter
- Looking Forward

### Position Summary

Family Law Services aim to provide alternatives to formal legal processes for families who are separated, separating or in dispute to improve their relationships and make arrangements in the best interests of their children. Family Law Services have a particular role to help families with complex needs.

The primary function of this position is to provide support to the children who use the Children's Contact Service (CCS) and assisting the CCS Supervisor in service delivery. The CCS Support Worker has responsibility for the preparation and facilitation of child-focussed activities and conversations to encourage child/parent interaction.

## Key Areas of Responsibility

- Engage with children and support children when they are at the contact centre, while acting in the best interests of the child
- Maintain a non-judgemental, independent and friendly attitude towards all service users
- Ensure that the children's safety and welfare remains of paramount consideration at all times, as well as the safety of vulnerable parents if applicable
- Maintain an appropriate level of supervision of visits and assist with the safe and smooth transfer of the children between parents, carers or other family members
- Be present with the children at all times during service delivery, unless otherwise directed, while taking all reasonable measures to ensure children are physically safe, and to assist them if they are experiencing emotional stress or trauma
- Engage in play-focussed and care related activities with children as required. Assist children in becoming familiar with the service, and assist the Supervisor in the assessment of children's readiness to proceed with contact visits
- Support the Supervisor with accurate and unbiased observations of client interaction. Observe all service operational procedures and protocols
- Assist with administrative tasks when necessary in support of the Supervisor to ensure effective service operation, including assisting with program records to satisfy both organisation and funding body statistical data collection
- Consult with the Supervisor, Coordinator or Manager on difficult operational issues
- Any other duties as required and within the general scope of responsibilities of this position

## Position Relationships

Manager	Post Separation Services
Direct Report(s)	Nil
Other(s)	Clients, CCS Coordinator and other RA Tas employees

## Extent of Authority

The CCS Support Worker receives instructions, advice and feedback relevant to gaining knowledge, applying skills and completing tasks. Freedom to act is limited by standards and procedures and solutions to problems are found in established procedures and instructions with assistance.

## Organisational Responsibilities

- Demonstrate professional workplace behaviours at all times in accordance with the organisation's Code of Conduct and Code of Ethics and adhere to all organisational policies, procedures, standards, practices and RA Tas values
- Assist RA Tas to create and maintain a safe and healthy work environment by working safely and adhering to all RA Tas Policy, procedures, standards and practices
- As an employee of RA Tas you are required to promote a workplace environment that supports the rights of all employees to live free from violence and adhere to the RA Tas Family Violence Support Policy at all times

- Our organisation is a Child Safe organisation and takes child protection seriously. As an employee of RA Tas, you are required to meet the behaviour standards outlined in our Practice and Behaviour Guidelines
- Our organisation is committed to providing a welcoming and safe environment and to delivering culturally safe services for Australia's First Nation peoples. You are required to behave in a manner that is respectful, culturally appropriate and welcoming for all First Nations peoples.
- Our services are for everyone, regardless of race, social status, sexual orientation, gender identity or intersex status.
- Actively participate in regular Supervision sessions in accordance with the RA Tas Supervision Model and positively engage in continued professional development activities

## Selection Criteria

### Essential Requirements (Skills, knowledge, experience, qualification(s) and/or training)

1. Effective interpersonal and communication skills and the ability to work as part of a team and remain impartial
2. Ability to remain impartial when working with clients
3. An understanding of child development and of children's parenting needs
4. Awareness of legislative requirements of mandatory reporting and knowledge of services available to children and their families
5. Ability to work within and positively advance the mission and values of Relationships Australia Tasmania

### Desirable Attributes

6. An understanding of family separation and its impact on family members, as well as the impact of conflict on children
7. Awareness of issues that may impact upon service, including substance abuse, mental illness, family violence and cultural issues
8. Current drivers licence

## Special Requirements

- Appointment to this position will be subject to:
  - a current and satisfactory National Police Check and as applicable an International Police Check
  - A current EMPLOYEE Working with Vulnerable People registration for Child related Activity
- Some intrastate and interstate travel may be required in this position

## Working Conditions

- Some out of hours work may be required in order to satisfy operational requirements
- Work may involve regular rostered hours until 7pm and weekend work
- The position may involve working with people with challenging behaviours



# Approval

Melissa Harback  
ACTING CEO

March 2023