
Information Pack

Children's Contact Service Worker (Children's Services)

Dear Applicant,

Tamworth Family Support Service (TFSS) is looking for casual Children's Contact Service Workers to be part of the Children's Services team in Tamworth.

The role is to work with parents and children where the family is going through separation or divorce. The service provides contacts which are supervised by workers with the non-custodial parent and their children at our Children's Contact Services (CCS) in Belmore Street, West Tamworth.

All staff are valued and respected, and are presented with genuine opportunities to develop to their full potential. TFSS also recognises the importance of a healthy work/life balance, and you will enjoy some flexibility in your working hours if required.

Included in the package you will find:

- The Job/Position Description
- Competencies and Outcomes required for the position

Please return your application(s) to:

Business Development Manager
Tamworth Family Support Service
P.O. Box 1088
TAMWORTH NSW 2340

Or by email to:

info@tfss.com.au

Please ensure that you include the following in your application(s):

- Your up to date resume, including three referees (a minimum of one must be from within the previous 3 years)
- A document titled "Selection Criteria" outlining how you meet each of the Competencies and Outcomes (Essential and Desirable Criteria) as listed in the position description for this position.

Selection for interview will be based on:

1. Applicants returning both of the above documents, and,
2. Applicants satisfactorily meeting each of the Competencies and Outcomes (Essential and Desirable Criteria).

For more information contact:

Julie Green
Children's Services Manager
Phone: 6763 2352

CLOSING DATE FOR APPLICATIONS:

This position will close once the positions available are filled

Position Description	
1. Position Title	Children's Contact Service Worker
2. Service	Children's Services
3. Program	Children's Contact Service (CCS)
4. Location	65 Belmore Street, West Tamworth
5. Reporting Manager/ Team Leader	Children's Services Manager
6. Relevant Award(s)	Social, Community, Homecare and Disability Services (SCHADS) Industry Award (MA000100)
7. Classification	Social and community services employee, Level 2
8. Position Terms	Casual
9. Probationary Period	N/A

Competencies and Outcomes
<p>Essential:</p> <ul style="list-style-type: none"> I. Possession of, or progress towards, minimum Cert IV in Community Services, Welfare, Case Management, Social Sciences, or Child Development Studies, II. Demonstrated experience in working with children and their parents / care providers, III. Demonstration of high level written skills including the ability to observe, process and report on individual and relationship behaviour, including experience in interpersonal communication and conflict/negotiation skills, IV. Demonstrated understanding of children's contact issues, the effects of abuse, neglect and family violence upon children and their carer's, V. Demonstrated ability to think and act clearly in challenging situations, to ensure the safety and well-being of a child/ren, including the ability to cope with children with challenging behaviours, VI. Ability to work flexible hours on weekends VII. Current Drivers Licence VIII. Satisfactory NSW Working with Children Check
<p>Desirable:</p> <ul style="list-style-type: none"> I. Demonstrated knowledge of Work, Health and Safety (WHS) practices and guidelines II. Understanding of the demographics and relevant issues within the geographical area of the program III. Understanding of cultural issues with the ability to work with minority groups such as those with a non-English speaking background, and Aboriginal and Torres Strait Islanders IV. Understanding of Child Protection and knowledge of the Keep Them Safe initiative including the role of mandatory reporting V. National Police Criminal History Check VI. First Aid Certificate

Tamworth Family Support Service Values
<p>TFSS Vision Thriving communities, endless possibilities</p> <p>Children's Services Vision Nurturing children, enriching communities</p>



Mission

We work toward achieving our vision through our purpose, which is to:

1. Strengthen and improve social and personal well-being for individuals, families and communities;
2. Promote access, equality and social justice; and
3. Deliver services of quality and value.

Organisational Objectives

TFSS is a non-government, community based organisation that has been delivering services to families in Tamworth since 1979. It has more than 90 staff across all programs, operating in Tamworth and surrounding areas including Armidale, Inverell, Gunnedah, Narrabri, Quirindi, Manilla and Barraba.

TFSS now comprises of multiple funded programs. These include Government funded programs that are free to the community. The aim of TFSS is to provide help to people in need, ensuring each client receives professional and appropriate services and referrals.

TFSS is supported by a set of values which guide the way we work, make decisions and provide services. We define these values as:

- Diversity: To accept and appreciate differences
- Integrity: To always act with honesty and professionalism
- Community: To have a sense of responsibility and contribution
- Leadership: To utilise our position to drive change
- Partnerships: To work collaboratively to deliver the best outcomes

Program & Position Objectives

This position is located within the Children's Contact Service (CCS), serving the local region. The purpose of this position is to provide support to the child(ren) and their family members during a child's changeover between separated/divorced parents or during a supervised visit with the non-custodial parent, while ensuring that the child is not subject to physical or emotional injury.

Workers will ensure:

- Children and parents are interacting during contact activities in a positive way where some families are moving through to self-management of contact issues.
- All changeovers and supervised visits have been regularly evaluated for effectiveness.
- Effective communication with the CCS team members and manager.

Workers will also undertake other activities or duties as required to ensure the smooth operation of the office and/or program, and as directed by the manager.

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Case Work	<ul style="list-style-type: none"> Supervise family contacts between non-custodial parent and child/children Facilitate smooth, safe, child focused changeovers, in line with policies and guidelines Assist the with the Parent Assessment process when required Organise a safe and appropriate environment, and activities for children that maximise parent/child interaction and engage children in an interesting, calming and positive manner Communicate with parents and children in a consistent, appropriate, and culturally sensitive way Participate in regular meetings as requested by the Manager with the CCS Team to receive and provide client information for case management purposes, and to enable evaluation of the services being supplied As time allows, assist with the provision of administrative assistance to the CCS, which may include such things as reception, telephone and general office duties 	<p>As per program guidelines (APP) APP</p> <p>APP</p> <p>APP</p> <p>APP</p> <p>100%</p>
Linkages to services and the community	<ul style="list-style-type: none"> Establish and maintain specific and identified linkages within the New England Region with active referrals to and from this network Assist families build connections with appropriate services and community supports. 	<p>As per program guidelines (APP)</p> <p>APP</p>
Additional Activities	<ul style="list-style-type: none"> Provide appropriate advocacy as required Provide accurate case notes, reports and data collection as required by Children Contact Service To withdraw from families who have attained their goals or no longer wish to engage with our service. Withdrawal should be in consultation with the family 	<p>As per program guidelines</p> <p>APP</p> <p>APP</p>

Key Accountabilities		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Key Competencies	<ul style="list-style-type: none"> • Build and maintain a professional rapport with each service program within TFSS • Implement an understanding of the Children and Young Persons (Care & Protection) Act [1998] • Prioritise to achieve the objectives of TFSS and the objectives of each program • Provide appropriate communication based on the audience receiving • Follow processes and systems to maintain accurate records. 	As required
Responsibilities	<p>A position at this level may include some of the following:</p> <ul style="list-style-type: none"> • undertake a range of activities requiring the application of established work procedures and may exercise limited initiative and/or judgment within clearly established procedures and/or guidelines; • achieve outcomes which are clearly defined; • respond to enquiries; • assist senior employees with special projects; • perform elementary tasks within a community service program requiring knowledge of established work practices and procedures relevant to the work area; • provide secretarial support requiring the exercise of sound judgment, initiative, confidentiality and sensitivity in the performance of work; • perform tasks of a sensitive nature including the provision of more than routine information, the receiving and accounting for moneys and assistance to clients; • assist with administrative functions; • implementing client skills and activities programmes under limited supervision either individually or as part of a team as part of the delivery of disability services 	As required

Key Accountabilities		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Workplace Standards	<ul style="list-style-type: none"> Comply with the Quality Improvement Policy Promote and demonstrate a commitment to continuous improvement across TFSS Understand and comply with TFSS policies, procedures and workplace standards Maintain and ensure privacy and confidentiality Take active responsibility for your own well being in the workplace and gain assistance if required Use TFSS resources efficiently and effectively and treat them with due care Advise your manager or team leader of any obligations in relation to secondary employment Report any improper conduct Assist in the general maintenance, cleanliness and presentation of workplace facilities 	As per TFSS policies and procedures
Skills, knowledge, experience, qualifications and/or training	<ul style="list-style-type: none"> basic skills in oral and written communication with clients and other members of the public; knowledge of established work practices and procedures relevant to the workplace; knowledge of policies relating to the workplace; application of techniques relevant to the workplace; developing knowledge of statutory requirements relevant to the workplace; understanding of basic computing concepts. 	As required
Organisational relationships	<ul style="list-style-type: none"> work under regular supervision, except where this level of supervision is not required by the nature of responsibilities undertaken (<i>see Responsibilities above</i>); provide limited guidance to a limited number of lower classified employees. 	As required
Finance and Administration	<ul style="list-style-type: none"> Accurately and objectively report feedback Ensure completion of timesheets and have them sent through to the Program Manager weekly Ensure all appropriate receipts and travel claims are sent through with time sheets 	Meets TFSS policies and procedures

Key Accountabilities		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Professional Development	<ul style="list-style-type: none"> Participate in supervision Assist management to identify employee's own professional development needs Attend relevant professional development opportunities in order to fulfil your role Participate in cultural competencies, training and activities Where required, provide in-house training to other TFSS staff at the completion of training attended outside the service Actively participate in a service evaluation and staff appraisals, review of job descriptions Attend relevant meetings in relation to your role 	<p>Successful completion training courses</p> <p>Applied knowledge and skills in the workforce</p> <p>90%</p>
Safety & Risk Management	<ul style="list-style-type: none"> Take reasonable care of your own health and safety Take reasonable care that your own acts or omissions do not adversely affect the health and safety of others Comply, so far as you are reasonably able, with reasonable instructions, policies and procedures to assist TFSS to comply with the Work Health and Safety Act Raise any concerns in relation to WHS with your Health and Safety Representative or Manager Report all accidents, incidents, injuries, hazards and equipment faults to your Supervisor, Manager or Health and Safety Representative immediately Report to work in a fit and proper condition, so that you are able to competently undertake your duties 	100% compliance as per TFSS policies and procedures and relevant Legislation
Client Safety & Child Protection	<ul style="list-style-type: none"> Provide a safe, comfortable physical environment for clients and their children. As a mandatory reporter you have a legal obligation to report to the Community Services Helpline any incidences of child abuse and neglect or if you have reasonable grounds to suspect that a child is at risk of harm to children and/or young people. Report any misconduct committed by staff against a person under 18 years Ensure that your actions do not expose clients or children to harm Assist in the reporting any complaints and investigation of all relevant issues as prescribed by the NSW Ombudsman Act 1974 (NSW) 	<p>As per Children's and Young Person's (Care and Protection) Act</p> <p>Chapter 16 A</p>
Professionalism and Conduct	<ul style="list-style-type: none"> Work as part of a team in delivering quality outcomes for TFSS Maintain professional relationships with TFSS program, Funding Body/s, community at large and all relevant stakeholders 	Meets policy requirements



Key Accountabilities		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Complaints	<ul style="list-style-type: none">All complaints are acted on and handled within policyManager is aware of complaints ASAP	Compliance with TFSS Policies and Procedures

Extent of Authority
<ul style="list-style-type: none">Act within policy and procedurework outcomes are monitored;have freedom to act within established guidelines;solutions to problems may require the exercise of limited judgment, with guidance to be found in procedures, precedents and guidelines. Assistance will be available when problems occur.

Decisions that are Referred to your Direct Supervisor
<ul style="list-style-type: none">All issues that require a sign off/approval from the Senior Manager or Team LeaderIssues outside of policy guidelinesComplaints from families or service providersRequests for new business from Funding BodiesComplaints from Funding Bodies

Conditions of Employment:
<p>All TFSS workers are bound by the terms and conditions contained in the TFSS Letter of Engagement, the Position Description, the relevant Industrial Award(s), TFSS Policies, Procedures and the TFSS Code of Conduct, as amended and as endorsed by the TFSS Management Committee from time to time.</p> <p>It should be noted that you may need to perform other duties within your competence and knowledge as directed time to time to meet our operational needs, and that we reserve the right to vary the above Position Description at any time in response to the changing needs of the organisation.</p>