

## CatholicCare NT Role Description

| Position Title         |  | Supervisor Children's Contact Services                                                                         |
|------------------------|--|----------------------------------------------------------------------------------------------------------------|
| <b>Position Number</b> |  | CC2489                                                                                                         |
| <b>Salary</b>          |  | Base Salary SCHADS Grade 4<br>Plus superannuation guarantee<br>17.5% leave loading and salary packaging option |
| <b>EFT</b>             |  | Full time 38 hours per week<br>Sunday to Thursday 8.30am – 5pm                                                 |
| <b>Location</b>        |  | Berrimah                                                                                                       |
| <b>Completion</b>      |  | Ongoing (subject to funding)                                                                                   |
| <b>Last Reviewed</b>   |  | Oct 2026                                                                                                       |

### 1. Program Description

The Contact Centre Services provides a safe and neutral space for contact visits and changeovers for families experiencing a high level of conflict post separation. The core goals of the program are to provide children with the opportunity of re-establishing or maintaining meaningful relationships with both parents and other significant people in their lives, and to achieve sustained and workable long-term arrangements.

The Contact Centre Services supports improved capacity for parents to participate in spending time with their child/children, increases independence for family members so that change overs and supervised visits can occur without disruption, and increases the wellbeing of children from interaction with both parents.

### 2. Purpose of the Position

The position is responsible for providing supervision to a pool of casual Contact Centre Supervisors in the facilitation of changeovers and supervised visits in order for the program to meet its objectives. This position has a particular focus on ensuring the physical and emotional wellbeing of all clients, but in particular the children using the service.

### 3. Organisational Relationships

Works under general direction and reports to designated supervisor as per the CCNT organisational chart.

Supervises other staff and/or works in a specialised field.

### 4. SCHADS Grade 4 Characteristics

- Work under general direction in functions that require the application of skills and knowledge appropriate to the work. Generally, guidelines and work procedures are established.
- Application of knowledge and skills, gained through qualifications and/or previous experience in a discipline.
- Contribute knowledge in establishing procedures in the appropriate work-related field.

- May be required to supervise various functions within a work area or activities of a complex nature.
- May involve a range of work functions, which could contain a substantial component of supervision.
- May be required to provide specialist expertise or advice in their relevant discipline.
- Requires a sound knowledge of program, activity, operational policy, or service aspects of the work performed with a function or a number of work areas.
- Require skills in managing time, setting priorities, planning, and organising their own work and that of lower classified staff and/or volunteers where supervision is a component of the position, to achieve specific objectives.
- Expected to set outcomes and further develop work methods where general work procedures are not defined.

## **5. Key Responsibilities and Performance Standards**

### **5.1 Case Management of Families**

- ensuring the physical safety of all parties, including both staff and clients is maintained
- using a child-centred model of service to provide children with the opportunity of re-establishing or maintaining meaningful relationships with parents/caregivers
- providing the service in line with National Standards, contractual obligations and policies and procedures
- providing neutral and non-judgemental services promoting a neutral space for participation

### **5.2 Facilitating safe and secure contact and connection between parent and child**

- Conducting supervised changeovers where the children are transferred between separated parents
- Conducting supervised visits by monitoring and supporting playtime or interactions between a child and the parent they do not live with in a friendly, secure space.
- Taking neutral, unbiased notes on the visit or handover to provide factual feedback

### **5.3 Conducting reviews, managing difficult behaviours and support legal requests**

- Arrange regular sessions with each parent to discuss how they are finding their engagement with service
- Determine any transitional goals for service to work towards independence
- Discover what is blocking goals being met and how we can alleviate through service
- Manage difficult behaviours accordingly with the support of Senior Practitioner or Team Leader.
- Support team leader with legal requests such as Subpoenas and Request of Information

### **5.4 Participate in Supervision and Evaluation activities by:**

- entering accurate data and case notes in line with program requirements
- providing reports and feedback as requested
- actively participating in evaluation activities
- attending supervision to reflect and review case management practices as per CatholicCare NT policy

## 6. Safeguarding Children

Our organisation takes child protection seriously, and as an employee/volunteer of CatholicCare NT, you are required to meet the behaviour standards outlined in our Safeguarding Children and Young People Policy (ORG/SP/P030). You will have received a copy of this policy as part of your induction. You can also access a copy of this policy via the Intranet.

All staff are to provide a service in line with our safeguarding children policies and procedures and are required to report any concerns of abuse and neglect toward children and young people to the relevant authorities as per policy and procedure. Any criminal charges or convictions received during the course of employment/ volunteering that may indicate a possible risk to children and young people must be reported to the relevant Line Manager within forty-eight (48) hours.

## 7. Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties of the position and must demonstrate the following personal attributes:

- Compassion, empathy, sense of justice and tolerance
- Demonstrated organisational fit with ability to work within a culture and values framework
- Team player with ability to work with others in a spirit of trust, respect, reflection, and accountability
- Adaptable with resilience to work in difficult situations and willingness to work beyond the role description when required
- Ability to represent CCNT in a culturally appropriate and professional manner at all times

## 8. Work Conditions

In this role, you will regularly work with participants who have experienced, or are currently experiencing, domestic and family violence, child abuse, other forms of violence and threats of harm. The work may involve hearing distressing disclosures, managing safety concerns and working within mandatory reporting and safeguarding frameworks.

The position is located in a quiet, child-friendly environment at the CatholicCare NT Berrimah office. This service operates on weekends, so you may be required to work weekends which is balanced by equivalent time off through the week, the total hours per fortnight does not exceed the normal 76 hours.

## 9. Selection Criteria

- 1) Prerequisites
  - I. relevant four-year degree with one year's relevant experience;
  - II. three-year degree with two years of relevant experience;
  - III. associate diploma with relevant experience;
  - IV. lesser formal qualifications with substantial years of relevant experience; or
  - V. attained through previous appointments, service and/or study, an equivalent Grade of expertise and experience to undertake a range of activities.
- 2) Strong interpersonal and communication skills including report writing and case note writing
- 3) Demonstrated cultural competency, particularly in working with Indigenous people
- 4) Understanding of child development and the possible impact of parental separation

- 5) Ability to problem solve effectively and work with family dynamics

#### 10. Special Conditions

- 1) Must be an Australian Citizen or have unlimited work rights within Australia.
- 2) This position is subject to a satisfactory criminal history check that must demonstrate that you have not had inappropriate dealings with children or been charged or convicted of a domestic violence offence.
- 3) Valid NT Drivers Licence and Ochre Card.
- 4) This position requires you to apply for a Working with Children Clearance/Ochre Card prior to your employment commencement date and send us receipt of payment. This will be at your own cost.
- 5) If you have resided in an overseas country for 12 months or more in the past 10 years, this position requires you to complete an International Criminal History check (IHC) prior to your employment commencement date. The outcome of the initial screening check must be satisfactory.
- 6) Current First Aid certificate
- 7) This position is classified as an essential worker.**
- 8) Six-month probation period.
- 9) Non-smoking working environment.
- 10) The contact details of at least two referees are required.
- 11) Evidence of qualification attainment will be required.
- 12) Aboriginal people are strongly encouraged to apply.