

<b>Location/s</b>	Eight Mile Plains, Ipswich & Gold Coast, Rockhampton, Greater Townsville Region
<b>Reporting to</b>	Team Leader
<b>Direct Reports</b>	Nil
<b>Level</b>	Band C
<b>Date Updated</b>	November 2018

### About the Role

To assist with the activities of the CCS, which helps facilitate contact arrangements, supports children and their family members during changeovers or supervised visits, and provides a safe and secure environment for the child/ren.

### Key Responsibilities

<b>Program Specific</b>	<ul style="list-style-type: none"> <li>• Apply theoretical models of supportive human interaction, developmental stages of children, conflict resolution, and other relevant frameworks when working with children and parents, whilst maintaining child inclusive practice.</li> <li>• Undertake assessment and intake processes, including parent interviews, explanation of safety procedures, and familiarisation visits for children.</li> <li>• Organise a safe and appropriate environment, and activities for children that maximise parent/child interaction and engage children in an interesting, safe and positive manner.</li> <li>• Evaluate the effectiveness of CCS driven interventions for parents and children and make changes where required. Assess the ongoing and future needs for the child/ren within the family accessing the service, in particular, those needs relating to the ongoing parental relationship and potential requirements for referrals to other internal and external support programs.</li> </ul>
<b>Duty of Care and Legislative Requirements</b>	<ul style="list-style-type: none"> <li>• Maintain confidentiality and duty of care, including identification and assessment of domestic and family violence, child safety, threat of harm to self or others, and other risk factors; and take appropriate steps as required by organisational policy and procedure.</li> <li>• Understand and meet legislative and funding requirements including collecting and recording statistical and observational data in a timely and accurate manner, and engaging with internal and external stakeholders to ensure the safety of the children is paramount, in particular, when there are safety concerns and/or risk present.</li> </ul>
<b>File and Diary Management</b>	<ul style="list-style-type: none"> <li>• Maintain client files, case notes and risk management documentation as per organisational policy and procedure.</li> <li>• Maintain the client information system to enable effective and informed client bookings.</li> </ul>
<b>Supervision and Professional Development</b>	<ul style="list-style-type: none"> <li>• Demonstrate ongoing commitment to participation in supervision and professional development as per organisational policy and procedure.</li> <li>• Be receptive to feedback and apply reflective practice to improve professional development.</li> </ul>

<b>Administration and Planning</b>	<ul style="list-style-type: none"> <li>Where directed assist with the provision of administrative and general office duties, which may include reception, telephone and resource filing.</li> <li>Contribute to operational planning as requested by the reporting manager.</li> </ul>
<b>Other Organisational Responsibilities</b>	<ul style="list-style-type: none"> <li>Adhere to all organisational policies, procedures, standards and practices.</li> <li>Act only in ways that advances RAQ objectives, values and reputation.</li> <li>Adhere to the Code of Conduct in a manner that is consistent with both its spirit and intent.</li> <li>To raise any issues or concerns in a manner consistent with RAQ complaints and grievance processes.</li> <li>Undertake other duties, consistent with skills and experience, as directed by the reporting manager.</li> </ul>

### Core Competencies

<b>Business Acumen</b>	Applies knowledge of the business and the industry to advance the organisation's goals.
<b>Inspires Others</b>	Creates a climate where people are motivated to do their best to help the organisation achieve its objectives.
<b>Service Excellence</b>	Builds strong client relationships and delivers client-centric solutions. Seeks ways to improve outcomes for clients as consistent with RAQ's Mission, Vision and Values.
<b>Professionalism</b>	Gains the confidence and trust of others through honesty, integrity, and authenticity.
<b>Inclusion</b>	Interacts with all stakeholders in ways that demonstrate respect of social and cultural differences, and a commitment to challenging attendant social inequities.

### About You

To be successful in this position you will have:

	<b>Required</b>	<b>Highly Desired</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Appropriate tertiary qualifications in the social or behavioural sciences, with studies in child development is essential.</li> </ul>	<ul style="list-style-type: none"> <li>Possession of, or willingness to obtain, a Senior First Aid Certificate.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Demonstrated experience working with children and their parents/carers and theoretical knowledge of the issues regarding child development, abuse and/or neglect; and experience working with people in crisis and/or parents in conflict.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrated experience in engaging proactively with and supporting clients of diverse backgrounds (Aboriginal &amp; Torres Strait Islander, Culturally and Linguistically Diverse, low socioeconomic status, people with disabilities and people of diverse bodies, genders and sexualities).</li> <li>Ability to achieve mutually beneficial outcomes and promote principles of social justice, effective consultation and equitable access to services – particularly for those identified as vulnerable or at risk.</li> </ul>

<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Demonstrated knowledge of and application of legislation and regulations relevant to family law and/or children's contact services.</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills both written and verbal.</li> <li>• Excellent case load and time management skills</li> <li>• Competent in computer use (Microsoft Office, email, web based programs) and have the ability to learn new programs and applications.</li> <li>• Ability to work as a team member within the ethos and values of Relationships Australia (Qld).</li> </ul>	

*It should be noted that Position Descriptions are under constant review and may be changed at any time.*