

## Position Description

|                                  |                                                                                 |
|----------------------------------|---------------------------------------------------------------------------------|
| <b>Position Title:</b>           | Practitioner, Children's Contact Service                                        |
| <b>Program</b>                   | Family Law Services, Community Wellbeing, Client Services                       |
| <b>Location:</b>                 | Wangaratta, some travel may be required to other CCV offices.                   |
| <b>Reports To:</b>               | Team Leader Children's Contact Service                                          |
| <b>Award and Classification:</b> | <i>Social, Community, Home Care and Disability Services Award 2010, Level 5</i> |

*This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.*

*This Position Description may be altered in accordance with the changing requirements of the position.*

## About CatholicCare Victoria

CatholicCare Victoria is a leading and influential provider of charitable and social services in Victoria. The *Mission* of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our *Mission* for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable and/or marginalised.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity and embrace diversity in an inclusive work environment.

## About Client Services

Client Services comprise client programs and services across CatholicCare Victoria with a range of diverse practitioner positions across multiple programs. Programs are funded from Federal, State and philanthropic sources.

Client programs and services are grouped as follows:

- Community Care – Services which offer care and support for those in need.
- Community Participation – Programs which enable individuals and families to participate within communities.
- Community Wellbeing – Programs which assist the wellbeing of families in contemporary society.
- Client Services and Development, including contract management – Coordination of contracts including CatholicCare Victoria Tasmania (CCVT), data integrity and reporting, Policy and Advocacy, Business and Service Development, Social Enterprise, and other service development.

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

|                                      |               |                                               |               |
|--------------------------------------|---------------|-----------------------------------------------|---------------|
| <b>Date of Position Description:</b> | November 2022 | <b>Position Description Template Version:</b> | November 2022 |
|--------------------------------------|---------------|-----------------------------------------------|---------------|

## Position Summary

The Children's Contact Service is funded by the Federal Attorney-General's department and enables children to have safe contact with a parent who they do not live with including supervised time where there are perceived or actual risks to children or a safe and neutral transfer between parents where there is high conflict in the separated parents' relationship. The service is child focused and ensures safety of children is at the core of all activities. The service also assists families to transition to self-management of parenting arrangements in line with court orders.

The Practitioner, Children's Contact Centre works within the service to conduct intake and assessment of parents with the goal to facilitate changeovers and supervised visits in accordance with individual client agreements and in line with program guidelines. Children's Contact Centre workers are to be child focused and therefore must be vigilant in ensuring the physical and emotional wellbeing of all parties, in particular the children using the service.

## Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

| Key Result Area                                    | Key Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Service Delivery</b>                            | <ul style="list-style-type: none"> <li>• Conduct thorough intake and assessments of parents with a particular focus on safety including screening for Family violence and risks to children's safety and wellbeing</li> <li>• Familiarise children and parents using the Children's Contact Service, around the purpose, safety, venue, processes, and equipment</li> <li>• Work directly with children to orientate them to the service, ensure their safety and consider their emotional wellbeing</li> <li>• Follow review process to assist families progress towards self-management</li> <li>• Provide information and support to all the parents who would like to access our services.</li> <li>• Facilitate the Supervised Visits and Changeovers in accordance with CatholicCare Victoria's procedures and processes.</li> <li>• Develop and maintain a broad understanding of the Family Law Act (1975), amended 2006, and to operate at all times with a cognisance of the provisions of the Act</li> <li>• Facilitate referrals to appropriate services and organisations</li> </ul> |
| <b>Reporting/Data Collection</b>                   | <ul style="list-style-type: none"> <li>• Collect information as required for CCVT client management system</li> <li>• Meet organisational expectations in regards to productivity, data quality, outcome measurement</li> <li>• Note trends and themes in presenting issues for program and funding reporting</li> <li>• Make observational notes of supervised contact and prepare factual reports for court purposes</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Program Development and Quality Improvement</b> | <ul style="list-style-type: none"> <li>• Maintain quality case files</li> <li>• Contribute to ongoing Quality Improvement as required</li> <li>• Support a culture of Occupational Health and Safety at all times</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Supervision and Team Work</b>                   | <ul style="list-style-type: none"> <li>• Attend and participate in individual and group supervision as required</li> <li>• Attend team and other staff meetings as required</li> <li>• Work in collaboration with the Children's Contact Centre team and other relevant staff within CatholicCare Victoria</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

|                               |               |                                        |               |
|-------------------------------|---------------|----------------------------------------|---------------|
| Date of Position Description: | November 2022 | Position Description Template Version: | November 2022 |
|-------------------------------|---------------|----------------------------------------|---------------|

|  |                                                                                                                                                                                                                                                                           |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <ul style="list-style-type: none"> <li>• Seek out opportunities for professional development</li> <li>• Participate in quality assurance activities and regular performance appraisals</li> <li>• Promote teamwork through the sharing of skills and knowledge</li> </ul> |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The position is also required to perform other duties as lawfully and reasonably directed.

## Reporting and/or Supervision Relationships and Authority

### Reporting Relationship:

The position reports to and works under the close direction of the Team Leader, Children’s Contact Centre. The Team Leader reports to the Manager Parenting Orders Program and Children’s Contact Centre.

### Position/s Reporting to Practitioner, Children’s Contact Centre:

Not applicable.

### Authority:

The position works within standards and procedures.

The position is required to work within the relevant delegation’s policy, procedure and guidelines of CatholicCare Victoria.

## Stakeholder Relationships

### Internal Relationships:

- Operates as a member of the Children’s Contact serviceWangaratta team;
- Attends Group Supervision;
- Collaborate with other CCV teams, etc.

### External Relationships:

- Federal Circuit and Family court of Australia as a referral point into the service and to provide feedback to post service
- Local catchment service networks and local governments in the catchments we provide services;
- Working groups and reference groups with peak bodies and other stakeholders including the National network for Children’s contact services;
- Represents CatholicCare Victoria in external forums, etc.

## Organisational Responsibilities of the Position

### Workplace Health and Safety (WHS)

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others’ health and safety within the workplace;

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

|                                      |               |                                               |               |
|--------------------------------------|---------------|-----------------------------------------------|---------------|
| <b>Date of Position Description:</b> | November 2022 | <b>Position Description Template Version:</b> | November 2022 |
|--------------------------------------|---------------|-----------------------------------------------|---------------|

- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

### **Cultural Safety and Respect**

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

### **Safety of Children, Young People and Vulnerable Adults**

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

### **Risk Management, Accreditation and Quality Improvement**

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

### **Policies, Procedures and Legislative Requirements**

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Employee Code of Conduct for CatholicCare Victoria;*
- information privacy and confidentiality;
- Equal Opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

## **Key Requirements**

### **Qualifications and/or Training**

1. Diploma of Community Service, or degree in Psychology, Counselling, or Social Work (or related discipline).

### **Experience**

2. Demonstrated experience in working with children, young people and their families in the context of family separation
3. Proven experience facilitating information sessions and education groups
4. Proven strong written and verbal communication skills

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

|                                      |               |                                               |               |
|--------------------------------------|---------------|-----------------------------------------------|---------------|
| <b>Date of Position Description:</b> | November 2022 | <b>Position Description Template Version:</b> | November 2022 |
|--------------------------------------|---------------|-----------------------------------------------|---------------|

### Knowledge, Skills and Attributes

5. Demonstrated knowledge of a variety of theoretical frameworks and intervention strategies (knowledge of child development, family systems theory, grief & loss are highly desirable)
6. Demonstrated skills skills in working in partnership with clients, colleagues and other organisations
7. Proven understanding of the impact of family violence including ability to identify and assess at an intermediate level

### Child Safety

8. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant legislation
9. Demonstrated knowledge and application of child safe legislation, principles, standards and practices
10. Demonstrated understanding of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds

### Other Requirements

- Current driver's licence.
- Current Victorian Working with Children Check.
- Current Australia-wide Police Check.
- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas
- International Police Check (where applicable).
- Disqualified Carer's Check (where applicable).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s and Disqualified Carer's Check.

It is the incumbent's responsibility to maintain a current Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertake a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

### Job Condition

The incumbent in this position is authorised to act as a family counsellor on behalf of CatholicCare Victoria in accordance with *Section 10C(1)(b)* of the *Family Law Act*.

### Signatures

This section is to be signed upon appointment:

|              |  |
|--------------|--|
| <b>Name:</b> |  |
|--------------|--|

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

|                                      |               |                                               |               |
|--------------------------------------|---------------|-----------------------------------------------|---------------|
| <b>Date of Position Description:</b> | November 2022 | <b>Position Description Template Version:</b> | November 2022 |
|--------------------------------------|---------------|-----------------------------------------------|---------------|

|                   |  |
|-------------------|--|
| <b>Signature:</b> |  |
| <b>Date:</b>      |  |

CatholicCare Victoria reserves the right to advertise positions and make no appointment.