



Family Relationship Services

CONTACT SUPERVISOR

POSITION**DESCRIPTION**

Service:	Family Relationship Services
Program:	Children’s Contact Service (CCS)
Position Title:	Contact Supervisor
Probation Period:	6 months from date of commencement
Position Base:	681 Young Street, Albury office but from time to time may be required to work at other UMFC sites either temporarily or permanently by negotiation.
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social & Community Services Worker
Level:	Level 5
Hours of Work:	40 hours per fortnight, including every second weekend.
Tenure:	Ongoing employment subject to available funding appropriate to supporting the position
Travel:	Travel on a day to day basis may be/is required using an Agency vehicle.

1. POSITION CONTEXT & SUMMARY OF POSITION

Consistent with its mission, Strengthening Families to Build Vibrant Communities, UMFC is an independent, community managed agency dedicated to the provision of a range of supportive services designed to strengthen individuals and families. UMFC has a number of family law related programs funded by the Australian Attorney-General’s Department and administered through the Family Support Program (FSP) of the Department of Social Services (DSS).

These are the:

Children’s Contact Service	Regional Family Dispute Resolution
Family Relationship Centre	Parenting Orders Program
Financial Counselling	

In October of 2014 a restructure was undertaken and all of the above programs have been brought together as Family Relationship Services (FRS).

The Children’s Contact Service (CCS) is a child focused service providing a safe environment for children to establish, maintain and strengthen their relationship with the non-residential parent. The service gives children the opportunity to spend time with their parent in a supervised environment, or be

transferred from one parent to the other way in a way that is safe for all involved. The service aims to assist families to reach the goal of independent management where appropriate.

The role of the Shift Supervisor is to ensure the safe and efficient operation of each shift, to provide leadership and support to other staff, casuals or volunteers during the shift and taking the responsibility for decision making.

2. COMMUNICATION WITH OTHERS

Position supervised by:	Team Leader – FRS Albury
Supervises directly:	N/A
Communicates internally primarily with:	CCS staff, FRS staff
Communicates externally primarily with:	Referral Sources e.g. solicitors, courts, legal services and relevant external networks.

3. KEY RESPONSIBILITY AREAS (KRAS)

Consistent with the Upper Murray Family Care values of Participation, Respect, Excellence, Justice and Honesty, this position provides high quality, efficient services through the following Key Responsibility Areas:

KRA 3.1 To facilitate, supervise and oversee smooth, safe and child-focussed changeovers and/or supervised visits and to intervene, where necessary and appropriate, to ensure the safety and welfare of children.
KRA 3.2 To provide intake, assessment, information/advice, referral and duty to individuals, couples and families seeking any FRS program and in particular the CCS program.
KRA 3.3 To comply with all Agency, Department and legislative administrative requirements associated with the role e.g. client case notes and other client documentation, Department of Social Services reporting and data entry requirements.
KRA 3.4 Contribute to fostering a collaborative working relationship between all FRS programs to ensure high quality, consistent and seamless service provision to families.
KRA 3.5 To contribute to the development and evaluation of FRS & CCS program policies, procedures, case practice manuals and working groups as formed from time to time.
KRA 3.6 Support the Service Manager in leading a culture that promotes child safety through the recruitment, supervision and professional development of staff with particular attention to Aboriginal and CALD cultural safety and children with a disability.

<p>KRA 3.7</p> <p>Be a role model and assist with the creation and maintenance of a service culture that reflects the Agency values of participation, respect, excellence, justice and honesty.</p>
<p>KRA 3.8</p> <p>Actively participate as a team member in relevant meetings, professional development processes such as supervision, training and quality improvement processes in line with program and UMFC guidelines and requirements.</p>
<p>KRA 3.9</p> <p>Actively undertake all OHS requirements appropriate to the position and consistent with legal obligation and UMFC culture, policy and procedure.</p>
<p>KRA 3.10</p> <p>Other duties/delegations as directed, relevant to the main focus of the position.</p>

4. PHYSICAL REQUIREMENTS OF THE POSITION

(Key of estimated daily requirements: Not Required=0%, Marginal=1-5%, Occasional=6-20%; Regular=21-50%, Frequent=51-70%, Continuous=> 70%)

- Sitting – Continuous
- Computer based tasks – Frequent
- Driving – Occasional
- Lifting/Carrying – Occasional

5. KEY SELECTION CRITERIA

- 5.1** Tertiary qualification in social work, psychology, social sciences, community welfare or equivalent.
- 5.2** Well developed client and casework skills including:
- Understanding of casework issues as related to parents and children, in a separation context that ensures the best interest of children are paramount
 - Knowledge of the relevant policies, legislation, practices and service system relevant to children, parents and families experiencing separation
 - Understanding and experience in screening and responding to family violence, mental health and substance misuse issues
- 5.3** Well-developed verbal, written communication skills and computer literacy.
- 5.4** Good knowledge of and proven ability to liaise, consult and refer to other appropriate community and government services such as counselling, family violence, mental health, substance misuse, legal and other relevant services.
- 5.5** Emotional Intelligence – a demonstrated ability to understand and manage oneself and the impact of actions on others, to appreciate difference and to build confident professional relationships with team members to enable effective performance management processes.

- 5.6** Personal Attributes including:
- Ability to confidently (and concisely) communicate with members at any level of an organization
 - Ability to liaise effectively with public on sensitive relationship issues
 - Ability to work independently and as part of a team
 - Effective time management
 - Commonsense and a willingness to be flexible
 - Good sense of humour (not obligatory but definitely an advantage)

6. ADDITIONAL ESSENTIAL REQUIREMENTS OF THE POSITION FOR SUCCESSFUL APPLICANTS

- 6.1 A satisfactory Victorian & NSW Working with Children Check
- 6.2 A satisfactory Police Check
- 6.3 Current driver's license

7. WORK CHALLENGES/PRESSURES

- Time constraints/Adhering to timeframes as per workplans
- Competing priorities
- Working with families expectations and meeting their needs
- Dealing with parents and children who may be experiencing personal trauma and/or conflicted family situations
- Handling numerous calls at once

8. SUPERVISION

At UMFC, supervision is considered to be an integral part of service delivery and workforce management. The development and maintenance of skilled and supported workers depends in large part on the support and structured reflection provided by the supervision framework.

Supervision has a number of benefits for workers, clients, and the organisation, including:

- Protection and a commitment to quality service provision for clients through case review
- A forum of accountability for those to whom the worker is accountable (clients, organisation, profession)
- A reflective space for workers to identify their strengths and weaknesses and any personal issues that may impact on their professional practice
- An opportunity for workers to build their skills and identify areas for future development in a supportive environment.

Supervision is a requirement for all workers at UMFC and must, at a minimum, be provided:

- on an individual basis
- for 2 hours per month (pro rata).

9. CONTRACT OF EMPLOYMENT

All persons employed by the agency are employed under contract. Each contract will provide specific information relating to policies and procedures, including the code of conduct, confidentiality and privacy procedure and pre-existing medical conditions which are required to be signed by persons commencing employment at UMFC.

10. DECLARATION OF CURRENT AND ONGOING CAPACITY

1. I have read and understood this Position Description and in signing this document agree that I am capable of fulfilling all of the requirements of the position described both in writing in this document, along with any verbal explanations in terms of:
 - a) The knowledge, skills and attitudes required, and
 - b) My physical and psychological capacity to undertake the work.

2. Additionally I agree to notify the Agency immediately of **ANY CHANGE** in my capacity to meet the requirements as outlined in this position description including any changes in the status of my driver's license, and/or my ability to meet legislative requirements such as the WWC check and police check.

Signed: _____

Attachments: *Organisational Chart*
Agency Brochure
Program Brochure
Benefits of Employment

Witnessed: _____

Date: _____