

Locations	Eight Mile Plains, Gold Coast, Ipswich, Rockhampton, Townsville, Far North Queensland, Bundaberg
Reporting to	Team Leader
Direct Reports	Nil
Level	Practice Stream Level 4
Date Updated	April 2024

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

Program Specific	<ul style="list-style-type: none"> 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. Undertake assessment and intake processes, including parent interviews, explanation of safety procedures, and familiarisation of visits for children. When appropriate, meet with children to help inform suitability of services, planning for visits and changeovers, and gaining the child's voice for feedback upon exiting services. Support a safe and appropriate environment which supports the parent/carer to engage with their child/children in a child focused, safe and positive manner. 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.
Duty of Care and Legislative Requirements	<ul style="list-style-type: none"> 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. 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 risks present.
File and Diary Management	<ul style="list-style-type: none"> Maintain client files, case notes and risk management documentation as per organisational policy and procedure. Maintain the client information system to enable effective and informed client bookings.
Supervision and Professional Development	<ul style="list-style-type: none"> Demonstrate ongoing commitment to participation in supervision and professional development as per organisational policy and procedure.

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

Core Competencies

Business Savvy	Applies knowledge of the business and the industry to advance the organisation's goals.
Accountability	Accepts personal responsibility for actions and consequences, reflects on own performance and commits to personal and professional development.
Collaborative Relationships	Builds collaborative and constructive working relationships, working as a team to achieve goals.
Diversity & Inclusion	Interacts with all stakeholders in ways that demonstrate respect of social and cultural differences and commits to challenging attendant social inequities.
Innovation & Continuous Improvement	Applies knowledge, experience, and ideas to develop new and better ways of working, adapts to change and maintains resilience.
Professionalism	Gains the confidence and trust of others through honesty, integrity, and authenticity.

About You

To be successful in this position you will have:

	Required	Highly Desired
Qualifications	<ul style="list-style-type: none"> Appropriate tertiary qualifications in the social or behavioural sciences, with studies in child development as essential. Possession of, or willingness to obtain, a Senior First Aid/CPR Certificate. 	
Experience	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Demonstrated experience in engaging proactively with and supporting clients of diverse backgrounds (Aboriginal & Torres Strait Islander, Culturally and Linguistically Diverse, low socioeconomic status, people with disabilities and

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

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