

Position Description

Children's Contact Service Worker



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| Position | Children's Contact Service Worker |
| Team | Family Relationships |
| Role Classification | SCHADS Level 4 |
| Employment Type | Fixed Term, part-time (0.4FTE) – Parental leave cover |
| Hours | 15.2 hrs per week (Friday & Saturday) |
| Location | Frankston and Pakenham (Bunurong Land) <i>From time to time the incumbent may be requested to work from, or be based at, other Family Life sites.</i> |
| Reports To | Team Leader Family Relationships |
| Effective Date | February 2026 |

Overview of Program

Family Relationships is a trauma capable program that provides specialised support, to children and their families through the Children's Contact Service (CCS). The Children's Contact Service Workers supervise contact visits between children and the parent they do not live with, when Court Ordered to do so. CCS supports children to spend time with separated family members in a safe, friendly and neutral environment.

The program aims to assist families to move from high levels of conflict around their post separation parenting arrangements, to insightful, sensitive and competent co-parenting, always focusing on their children.

Position Objective

The Family Relationships Children's Contact Worker provides trauma capable, evidence-based support to separated families who are engaged in high level conflict to effectively manage their parenting arrangements and understand the impact of conflict on their children.

Key Responsibilities

The key responsibilities include but are not limited to:

- Facilitating weekday and weekend supervised visits and changeovers with children and their families.
- Ensuring that the needs and safety of the families always take priority.
- Conducting on-going risk assessments and developing safety plans where appropriate.
- Conducting professional assessments and ongoing service provision with separated families in terms of their court directed orders.
- Fostering positive relationships with the children, families and relevant program Stakeholders
- Maintaining professional documentation and administrative systems according to program and legislative requirements, including CCS observational reports.
- Delivering services to quality standards, complying with relevant legislation and contractual requirements.
- Liaising with internal/external stakeholders pertaining to referral intakes and ongoing work with families.
- Remaining abreast of professional trends and literature relevant to family transitions and service intervention and support strategies.
- Meeting KPI's for research, evaluation data and surveys.
- Compliance with the organisation's Program Planning and Evaluation Framework.
- Assisting with the promotion and delivery of programs as required.

Key Selection

1. Bachelor qualifications in Social Work, Family Therapy, Psychology or similar Human Services qualifications.
2. Eligible for membership of AASW, AAFT, APS or PACFA member associations.
3. Demonstrated experience with separation, family law, mental health, sexual abuse, alcohol and other drugs and family violence issues.
4. Demonstrated experience working within a multidisciplinary team to provide a high level of performance and innovation.
5. Demonstrated ability in undertaking assessments and working effectively with parents and children who have experienced high levels of conflict.
6. Experience in working with and understanding of developmental and therapeutic needs of children who have experienced trauma, abuse and neglect.
7. Ability to respond to challenging behaviours and an understanding of the origins of these behaviours when working with children including trauma and attachment.
8. Demonstrated conflict resolution skills.
9. Knowledge and experience applying Systems Theory.
10. Demonstrated organisational and administration skills, including report writing with the ability to manage and prioritise workload in a timely, efficient manner.
11. Information technology skills, including proficiency in Microsoft Office suite, online video platforms and client management systems.
12. Flexibility around working across all our CCS service locations.
13. Regular availability for weekend shifts as per the roster.

The Family Life Way

Our six principles are at the heart of the work that we do at Family Life, they inspire us to achieve the best results for our clients and the communities we serve. The principles exemplify our commitment to support our people to produce quality services and outcomes.

Create Safety



- Safety for Clients and Peers
- Respect, Empowerment & Well-being
- Be Supportive
- Be Kind

Celebrate Difference



- Welcome Diversity
- Celebrate Difference Of Ideas
- All Community Members are Welcome at Family Life
- Share Knowledge and Experiences

Be Bold



- Fail Forward
- Lead By Example
- Ask Why?
- Ask for Feedback and Self-Reflect

Be Real



- Be the Best Version of Yourself
- Admit What You Don't Know
- Have the Hard Conversations, Respectfully
- Be Open and Honest

Dream Big



- Have Stickability - Persistence
- Think differently, Innovatively
- Be Adaptable
- Plan and Prioritise

Embrace Everyone



- Many Voices, One Purpose - To Transform Lives for Stronger Communities
- Collaboration
- Partnerships
- Be Inclusive and Encourage Participation

Additional Information

- Family Life is a youth and child safe organisation that values, respects, and listens to children and young people.
- All offers of employment are subject to a satisfactory Working with Children Check and Police Records Check.
- Family life operates across multiple sites; therefore it is essential that all employees hold a current Driver's License.
- Family Life offers generous salary packaging benefits.
- All offers of employment at Family Life are subject to a six-month probationary period.
- Family Life is committed to providing a safe, healthy and friendly working environment.
- Family Life prides itself on being flexible and family-friendly wherever possible for the mutual benefit of employees and the organisation.
- Family Life expects all employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.