

Position Description

Children's Contact Service Worker



Position	Children's Contact Service Worker
Team	Family Relationships
Role Classification	SCHADS Level 4
Employment Type	Part-time Permanent or Fixed term contract to July 2027
Hours	15.2 hrs per week (including weekend work)
Location	Frankston <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	September 2026

Overview of Program

Family Relationships (FR) is a trauma informed program that provides specialised supervised Children's Contact visits where there are Federal Circuit - Family Court orders in place. FR supports children to spend time with separated family members in a safe, friendly and neutral environment. The FR program aims to assist families to move from high levels of conflict around their post separation parenting arrangements, to insightful, sensitive and competent parenting, focusing on their children at all times.

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:

- **Service delivery and family support**
 - Facilitate supervised visits and changeovers with children and their families.
 - Ensure the needs and safety of families remain the priority at all times.
 - Build positive relationships with children, families and relevant program stakeholders.
 - Provide ongoing service support to separated families in line with court-directed orders.
- **Risk, safety and assessment**
 - Conduct professional assessments, ongoing risk assessments and safety planning where appropriate.
 - Ensure delivery space is maintained to a high, child safe standard
- **Quality, compliance and reporting**
 - Deliver services to agreed quality standards and comply with relevant legislation and contractual requirements.
 - Meet KPIs for research, evaluation data and surveys.
 - Comply with the organisation's Program Planning and Evaluation Framework.
- **Program participation and development**
 - Attend CCS meetings and participate in performance reviews and assessments.
 - Assist with program promotion and delivery as required.
 - Maintain current knowledge of professional trends, literature and practice relevant to family transitions, service intervention and support strategies.

Key Selection

- **Qualifications and professional membership**
 - Bachelor qualification in Social Work, Family Therapy, Psychology or a related Human Services discipline.
 - Eligibility for membership with AASW, AAFST, APS or PACFA.
- **Assessment, family work and child development**
 - Demonstrated ability to undertake assessments and work effectively with parents and children experiencing high levels of conflict.
 - Experience supporting children who have experienced trauma, abuse or neglect, with an understanding of their developmental and therapeutic needs.
 - Demonstrated experience responding to separation, family law, mental health, sexual abuse, alcohol and other drug, and family violence issues.
 - Ability to respond to challenging behaviours with an understanding of trauma, attachment and the factors that may contribute to these behaviours.
- **Practice approach and teamwork**
 - Demonstrated experience working in a multidisciplinary team and contributing to high performance and innovation.
 - Strong conflict resolution skills.
 - Knowledge and experience applying systems theory.
- **Administration, technology and flexibility**
 - Strong organisational and administrative skills, including high quality report writing and the ability to prioritise workload efficiently.
 - Proficiency in Microsoft suite, online video platforms and client management systems.
 - Flexibility to work across all CCS service locations.
 - Availability for rostered weekend shifts at CCS locations.

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 valid and current Driver's Licence.
- 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.