

**JOB DESCRIPTION**  
**Coordinator, Children's Contact Service**

**RESPONSIBLE TO:** Practice Lead

**BASIC RESPONSIBILITY:** To coordinate delivery and quality management of the Contact Service

**DUTIES:**

**Leadership and Coordination:**

1. With the support of management, coordinate the delivery of CCS, within expectations of the service delivery schedule, working towards meeting targets, and within budget.
2. Prepare staff rosters, schedule and arrange team meetings and group supervision.
3. In partnership with management, undertake recruitment, induction, training and the provision of ongoing support to CCS staff and students.
4. Provide clinical supervision for staff in accordance with the organisational framework and requirements.
5. With the support of management, undertake performance management and reviews of CCS staff.

**Service Delivery:**

1. Facilitate CCS delivery of contact arrangements in line with Interrelate's model, through the coordination of services and staff.
2. Observe and note significant behaviours of children and/or parents for observation reports and for follow up and/or inclusion in family case management plans.
3. Provide support for staff in the development of review reports, and when needed, contribute to the development of review reports.
4. Conduct ongoing assessment, case planning, monitoring and review of families through the service; develop family case management plans and client goals to instruct case management plans.
5. Ensure case notes are aligned with case management guidelines.
6. Ensure CCS practice is aligned to the organisation's vision, values and philosophies, including providing child-centered, holistic, strengths-based and integrated support to parents and children as a member of a multidisciplinary team.

7. Participate in collaborative case management discussions, to support the delivery of wrap-around services and integrated support to clients as part of Interrelate's multidisciplinary team.
8. Maintain professional documentation and administrative systems according to agency requirements.
9. Develop and maintain relevant, and effective referral pathways for clients.
10. In collaboration with management, respond to formal requests for information from court and other statutory authorities, including compiling subpoenas.
11. Liaises regularly with Interrelate managers on strategies for the continual improvement of Interrelate services.
12. Participation in staff consultations in regard to organisational practices, policies, procedures, and performance management; to assist in the delivery of high quality, responsive and innovative services at Interrelate.
13. Uphold the philosophy of Interrelate's child focus / child inclusive model, and ensure that a client centred, customer service perspective is reflected in all aspects of duties.
14. Work with management to prepare the on call roster and be available to be on call.

**Professional Conduct:**

1. Maintain appropriate practice networks, alignment to current industry regulations/standards and abreast of literature relevant to CCS service delivery.
2. Work with the management team to ensure the Centre's ongoing membership with ACCSA.
3. Participate in annual performance reviews, attend training and supervision, aligned to the expectations and culture of continuous learning and professional development at Interrelate.
4. Follow child protection procedures, complete risk assessment and procedures

## CORE CAPABILITIES

**Client Outcomes** (*Adept*) - Provides leadership which focuses team on client outcomes by implementing best practice and innovation in service delivery

**Team Dynamics** (*Adept*) - Facilitates the development of positive team dynamics and working relationships by creating an open, honest, constructive and inclusive working environment

**Negotiation and Conflict Management** (*Advanced*) - Skilled in negotiation, problem solving and conflict resolution with staff and clients, implementing and maintaining systems and processes to manage conflict and disputes

**Interpersonal Skills** (*Advanced*) - Models emotional intelligence, social awareness and self-management in communication, conflict resolution and difficult conversations; facilitates staff development

**Ethics** (*Advanced*) - Communicates behavioural expectations which align to the Code of Conduct, modelling behaviour aligned to organisational values

## POSITION REQUIREMENTS:

Interrelate employees are required to:

1. Work in collaboration, and network with, key stakeholders and the wider community
2. Understand and comply with all policies and procedures pertaining to the organisation
3. Demonstrate an awareness and commitment to the organisation's Code of Conduct, values, purpose and client centered service delivery
4. Perform other duties consistent with the responsibilities of the position as required by their Manager
5. Follow WHS policies and procedures relating to workers, managers and officers as per Interrelate's WHS policy
6. Understands the principles of equity and diversity in meeting the needs of communities
7. Complete a satisfactory Australian National Police Check and a Qualifications Verification Check
8. Hold clearance of a Working with Children Check, current driver's license, and permission to work in Australia

## SELECTION CRITERIA:

- Minimum Graduate Diploma or Bachelor in psychology/ behavioural or social science/ social work/ children's services/ community services or other related field; or, currently working towards a degree in psychology, social work or related field.
- Demonstrated experience and skills in:
  - working in a Children's Contact Service and/ or with families and children experiencing separation and family breakdown and high levels of family conflict
  - one or more areas of clinical work, e.g. counselling, dispute resolution, relationship education, children's services, men's programs, family law etc.
  - management, supervision and training of staff, along with supervision training (or willingness to obtain)
  - working with families within a case management setting
  - managing high parental conflict whilst upholding the best interest of children
  - program management
  - solutions focused and interpersonal communication skills
  - report writing, case notes, data collection and data entry
  - liaising with the community and building local networks
  - dealing with Family Law Court procedures
  - working with online systems and technology, such as a CRM (Client Relationship Management) System, Zoom and Microsoft Teams.
- Demonstrated knowledge and understanding of:
  - child development, child protection and family violence issues
  - the existing framework of the Children's Contact Service, and a demonstrated capacity to work within it