



Position Description

| | |
|----------------|---|
| Position Title | Children's Contact Service (CCS) - Case Manager |
| Department | Family Law Services |
| Program | Children's Contact Service |
| Location | Hobart |
| Classification | Level 3 (of Relationships Australia Tasmania Employee Agreement 2015) |

About Relationships Australia Tasmania

Relationships Australia Tasmania (RA Tas) is a leading provider of relationship support services. We're here to help people and communities thrive by supporting people to create positive connections. Our services are for everyone, regardless of race, social status, sexual orientation, gender identity or intersex status.

Our Values

At Relationships Australia Tasmania we believe that we should be:

- Willing to Serve
- In it Together
- People Matter
- Looking Forward

Position Summary

Post Separation Services aim to provide alternatives to formal legal processes for families who are separated, separating or in dispute to improve their relationships and make arrangements in the best interests of their children. Post Separation Services have a particular role to help families with complex needs.

The primary focus of the CCS Case Manager is to assist clients to arrange their use of the Children's Contact Service, to support casual staff and to undertake administrative duties to ensure the smooth operation of the Service. This role will participate in the facilitation of changeover and supervised visiting sessions. The CCS Case Manager will also assist CCS casual staff when rostered for service delivery

Key Areas of Responsibility

- Assist the Coordinator to interview and assess adults and children for use of CCS services
- Ensure that the child's safety and welfare remain the paramount consideration at all times, as well as the safety of vulnerable parents where applicable
- In consultation with the Coordinator, refer enquirers/existing service users to other RA Tas programs or other agencies as appropriate
- In consultation with the Coordinator, plan, negotiate and set up contact arrangements including orientation of children where required
- Participate in changeover and supervised visiting sessions with assistance of at least one other staff member for service delivery
- Carry out administrative tasks necessary for the effective management of service operation, including keeping documentation and file notes, data entry, and ensuring security of all client information
- Ensure ongoing case management including case reviews and evaluation in consultation with the Coordinator
- Assist in the briefing and debriefing of CCS staff in relation to weekend service delivery
- Maintain program records to satisfy both RA Tas and funding body statistical data collection requirements
- Mandatory reporting of child safety concerns in accordance with legislative requirements and RA Tas protocols
- Be responsible for maintenance and ongoing development and review of play resources and equipment required for service delivery
- Any other duties as required and within the general scope of responsibilities of this position

Position Relationships

| | |
|------------------|-----------------------------------|
| Manager | Family & Community Services South |
| Direct Report(s) | Nil |
| Other(s) | Clients, other service providers |

Extent of Authority

The CCS Case Manager provides a leadership role in reviewing and explaining operational procedures and in providing information to and liaison with staff, clients and other stakeholders. Freedom to act is within defined established procedures and problems can usually be solved by reference to procedures, documents methods and instructions.

Organisational Responsibilities

- Demonstrate professional workplace behaviours at all times in accordance with the organisation's Code of Conduct and Code of Ethics and adhere to all organisational policies, procedures, standards, practices and RA Tas values
- Assist RA Tas to create and maintain a safe and healthy work environment by working safely and adhering to all RA Tas Policy, procedures, standards and practices
- Actively participate in regular Supervision sessions in accordance with the RA Tas Supervision Model and positively engage in continued professional development activities
- Promote a workplace environment that supports the rights of all employees to live free from violence and adhere to the RA Tas Family Violence Support Policy at all times

Selection Criteria

Essential Requirements (Skills, knowledge, experience, qualification(s) and/or training)

1. A relevant qualification in social work, community services, education or currently working toward a relevant qualification, and relevant experience in providing such services
2. Demonstrated knowledge and understanding of the impact of family separation and breakdown on children, child development, mandatory reporting, suicide intervention and working with family violence
3. Demonstrated high level professional and assertive communication and interpersonal skills and a demonstrated ability to effectively manage and respond to a range of challenging behaviours and situations
4. Ability to work independently and as part of a team and the ability to respond to direction, and capacity to be self-directed
5. Capacity to reflect on own practice, with supervisor, peers and self
6. Highly developed administrative and organisational skills including the abilities to multi-task, prioritise and to work under pressure
7. Ability to work within and positively advance the mission and values of Relationships Australia Tasmania

Desirable Attributes

8. Current drivers licence

Special Requirements

- The Tasmanian Government has issued a Public Health Direction in relation to people working in health care settings. As such this role requires the successful candidate to be compliant with the direction either by being vaccinated against COVID-19, or to possess a medical exemption from vaccination.
- Appointment to this position will be subject to a current Working with Children Registration
- Some intrastate and interstate travel may be required in this position



Working Conditions

- Some out of hours work may be required in order to satisfy operational requirements
- Work may involve regular rostered hours until 7pm and weekend work
- The position may involve working with people with challenging behaviours

Approval

Michael Kelly
CEO

November 2021