

Job Description

Team Member



Job Title: Childrens Contact Centre Worker

Department: Family Services

Award: Social Community Home Care & Disability Services Award

Classification Level: Level 2

Reports To (Title): Regional Manager Childrens Contact Service

Direct Reports: Nil

About our Organisation

ac.care is a non-government organisation (NGO) that encourages excellence, improvement, and growth at both an organisational and individual level.

Everything we do is underpinned by our core values (CARE - Compassion, Adaptability, Relationships, Excellence). Together, as one team we CARE to ensure all country people experience a seamless and consistent ac.care service in a welcoming and non-judgemental environment.

About the Job

The Childrens Contact Centre Worker will work collaboratively as a team member within the organisation to deliver children contact services to families across the Limestone Coast.

The Childrens Contact Centre Worker families by facilitating changeovers and supervising visits in a child-centred manner.

Key Outcomes

Job responsibilities

- Foster a positive customer service culture meeting the needs of children, young people and parents.
- Participate, promote and contribute to an environment of continuous learning and improvement through training, coaching and mentoring.
- Maintain and implement records management processes.
- Participate in client reviews and/or internal audits and program service evaluations.
- Prepare program or service delivery reports by collecting information and working within defined processes.
- Work effectively with the Manager and other members as part of 'one ac.care team'.
- Work collaboratively, developing respectful and compassionate relationships with internal and external stakeholders to deliver high quality outcomes.
- Contribute to program/service delivery performance outcomes.

Organisational responsibilities

- Demonstrates appropriate and professional workplace behaviours that are in line with ac.care Policy and Procedures.
- Actively participates in ac.care's Performance Development and Review Program.
- Actively promotes and role models the ac.care values of Compassion, Adaptability, Relationships and Excellence and desired ac.care Way behaviours.
- Actively speaks up, reports and challenges bias and intolerance within the workplace, e.g. misconduct, illegal and inappropriate behaviour, conflicts of interest, racism and bullying and harassment
- Maintains a commitment to Equal Employment Opportunity (EEO), Diversity and Inclusion, Ethical Conduct and record keeping within legislative requirements.
- Maintains a commitment to the ac.care Reconciliation Plan (RAP), demonstrating respect

Compassion, Adaptability, Relationships, Excellence

Initial: _____

Date: _____

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- Manage risk in accordance with ac.care policies and procedures and Legislative requirements.

Work Health and Safety responsibilities

- Accepts responsibility for own and others safety.
- Actively participates in consultation about work, health and safety issues.
- Identifies and reports hazards and incidents and identifies risk controls where appropriate.

and support for Aboriginal and Torres Strait Islander people.

- Actively contributes to a culture and environment where children and young people's safety and wellbeing is at the centre of thought, values and actions.

Key Relationships

- Works collaboratively with ac.care executives, senior managers, program managers, staff and volunteers.
- Develops and maintains positive relationships with ac.care partners, other Non-Government Organisations (NGO) and local community businesses.
- SA and Commonwealth Government Departments, e.g. Department of Human Services, Department of Health, Department for Child Protection and other government departments as required.

Special Conditions

- Hold a current SA drivers' licence 'Class C' or interstate equivalent
Satisfactory Employment Screening Assessment(s) required for this role in line with ac.care Policy:
 - Working with Children Check
 - National Police Check
 - Psychological Suitability Assessment
 - Medical or Functional Assessment
- Out of hours work may be required from time to time
- Client transportation required and/or client visitation outside of the office required
- Intra and interstate travel may be required

Key Selection Criteria

Essential

- Tertiary or formal qualifications (certificate 4 or above) and/or demonstrated experience in Social Work, Social Science, Community Services or a related field.
- High level of communication skills (listening, verbal and written), including the ability to establish rapport and maintain a positive relationship with clients.
- Demonstrated understanding of confidentiality and privacy, including the principles of sharing information about children and families.
- Demonstrated ability to liaise and negotiate with clients e.g. conflict resolution, negotiating and advocacy skills.



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- Ability to work with vulnerable families and be sensitive to the needs of others including children and young people, in a welcoming and non-judgemental environment.
- Demonstrated commitment, drive and initiative, with the ability to work independently within established routines and procedures.
- Demonstrated practice in managing time, setting priorities, planning and organising work and that of other staff and/or volunteers where supervision is required.
- Demonstrated experience in identifying, reporting and implementing Work Health and Safety procedures and initiatives for personal safety and the safety of others.

Highly Regarded

- Experience working with Aboriginal and Torres Strait Islander peoples, families and communities.
- Experience working with people from culturally and linguistically diverse (CALD) backgrounds.
- Advanced skills in Microsoft Office e.g. word, excel, PPT, outlook.
- Demonstrated commitment to on-going learning and development.
- Experience working with people from culturally and linguistically Diverse (CALD) and Aboriginal and Torres Strait Islander backgrounds.



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Competencies



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Competency	Behavioural Indicators
Shapes strategic thinking	<ul style="list-style-type: none">Align own work activities to ac.care strategic goalsDemonstrate responsibility for achieving results and agreed targets
Achieves results	<ul style="list-style-type: none">Be productive, prioritise work through effective planning, monitoring and time managementIdentify causes for lack of success, which may or may not involve yourself, and take action to ensure future successParticipate in team decision making and achievement of outcomes
Drives business excellence	<ul style="list-style-type: none">Listen, ask questions, make suggestions and raise challenging issues and seek alternative ways of workingSupport new system improvement initiatives and technologies
Leading self and others	<ul style="list-style-type: none">Exercise situational leadership through sharing ideas and actions that drive improvementsShare skills, knowledge and encourage others to learnConsider how your actions and interpersonal style and words may impact others
Builds relationships and engages others	<ul style="list-style-type: none">Collaborate with others to achieve shared outcomes, shared ideas, approaches or insightsListen, be open to the inputs of stakeholders, individual viewpoints, opinions, experiences, values and beliefs

EMPLOYEE ACCEPTANCE

I acknowledge that I have read, understood, and agree to the job description.

Date: Signature:

