

**POSITION DESCRIPTION – Children’s Contact Service Practitioner****Part 1 – Expectations for Your Role**

Position	Children’s Contact Service Practitioner
Service / Program	Children’s Contact Service
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 4
Reports to	Team Leader Housing Support and Family Connection Services
Effective Date	May 2025

Key Deliverables

- Conduct Intake assessments
- Ensure contractual agreements of supervised visits are adhered to
- Supervise visits between children and their parents
- Facilitate Changeovers
- Intervene wherever necessary to ensure that the emotional, psychological and physical well-being of the children is maintained
- Keep accurate observational notes of visits and phone calls
- Liaise with legal representatives
- Compile reports for court as requested
- Communicate with parents and children in an appropriate and sensitive manner

Skills

- Well-developed verbal and written communication skills
- Ability to manage challenging situations and difficult conversations in a courteous and respectful manner
- Demonstrated skills in screening and assessment
- Effective time management and organisational skills
- A strong commitment to quality client service provision, excellence and innovation in work practices
- Ability to identify own personal values and beliefs and exercise maturity and objectivity when dealing with clients
- Demonstrated ability to engage and work effectively with a diverse client base
- Well-developed technical skills in IT and experience using a range of software and databases

Experience and Knowledge

- Direct experience working with families and individuals
- Child focused casework
- Understanding of the impact of family violence and parental mental health on children’s wellbeing
- Knowledge of the best interests of children and the psycho-social issues and stages of separation that affect communication



- Experience in working with non-voluntary clients
- Experience working in a Children's Contact Service an advantage
- Experience working in an Intake & Assessment Role an advantage

Qualification/Registrations/Licences (Mandatory only)

- Tertiary qualification of Community Services or a related field.

Physical Requirements

- **Office Environment:** Sit for 1-2 hours at a time and use office equipment.
- **Data Entry:** Handle administrative tasks.
- **Office Mobility:** Move around the office and attend meetings.
- **Light Lifting:** Lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Read documents and communicate effectively in person and via phone/video.

Why we include physical requirements in our Position Descriptions

- We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success



POSITION DESCRIPTION - Employee
Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each’s values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each’s goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each’s policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria

Skills & Behaviours

- Adhere to Each’s Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.



- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.