

Information Pack

Children's Contact Service Coordinator

70 hours per fortnight

TFSS is looking for a *Children's Contact Service Coordinator* to work with the Service Stream 1 Manager to provide children with the opportunity of reestablishing or maintaining a meaningful relationship with both parents, and other significant persons in their life, where considered safe to do so.

Please note many of the contacts take place over the weekend so your ability to work on a Saturday and Sunday is essential.

All staff are valued, respected, and are presented with genuine opportunities to develop to their full potential. TFSS recognises the importance of a healthy work/life balance, and you may enjoy some flexibility in your working hours if required.

Remuneration for this role will be paid at an hourly rate of between \$49.28 and \$51.51 dependent on relevant skills and experience. In addition, salary packaging benefits are available for TFSS staff, where you can package up to \$15,900 tax- free per annum.

Included in this package you will find the:

- Position Description, including Selection Criteria

Please return your expression of interest(s) to: Human Resources Officer
TFSS
P.O. Box 1088
TAMWORTH NSW 2340

or via email to: applications@tfss.com.au

Please ensure that you include the following in your application(s):

- Your up to date resume, including three work-related referees (including one from your current manager) and,
- A cover letter outlining your suitability for the role and how you meet each of the Competencies and Outcomes as listed in the position description for this position.

Selection for interview will be based on:

- Applicants returning the above documents, and satisfactorily demonstrating how they meet each of the Competencies and Outcomes

Applications close when the position is filled

Position Description	
1. Position Title	Coordinator
2. Service	Service Stream 1
3. Program	Children's Contact Service
4. Location	Tamworth
5. Reporting Manager/ Team Leader	Service Stream Manager
6. Relevant Award(s)	Social, Community, Homecare and Disability Services (SCHADS) Industry Award (MA000100)
7. Classification	Social and community services employee, Level 5
8. Position Terms	Permanent part-time
9. Probationary Period	6 months

Competencies and Outcomes
<p>Essential:</p> <ul style="list-style-type: none"> I. Prerequisites II. Relevant Degree with relevant experience; or III. Associate Diploma with substantial experience; IV. Qualifications in more than one discipline; V. Less formal qualifications with specialised skills sufficient to perform at this level; or VI. Attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required. VII. Previous experience in leadership VIII. Extensive case management experience demonstrated through working with clients who have complex issues; and demonstrated ability to network/liaise with community service providers. IX. Extensive knowledge of Domestic and Family Violence X. Understanding of cultural issues with the ability to work with minority groups such as those of Aboriginal and Torres Strait Islander and non-English speaking backgrounds. XI. Detailed understanding of the child protection framework and mandatory reporting requirements XII. Driver's Licence XIII. Working with Children Check employee number XIV. National Police Criminal History Check XV. First Aid Certificate <p>Desirable:</p> <ul style="list-style-type: none"> I. An understanding of TFSS Programs II. Demonstrated knowledge of Work, Health and Safety (WHS) practices and guidelines III. Understanding of the demographics and relevant issues within the geographical area of the program IV. Leadership or management qualifications V. Registered and comprehensively insured motor vehicle

Organisation Objectives

TFSS is a “for purpose”, community-based organisation that has been delivering services to families in Tamworth since 1979. It has more than 100 staff across all programs, operating in the New England North West Region.

TFSS comprises of multiple funded programs. These include Government funded programs that are free to the community. The aim of TFSS is to provide help to people in need, ensuring each client receives professional and appropriate services and referrals.

Mission

We work toward achieving our vision through our purpose, which is to:

1. Strengthen and improve social and personal well-being for individuals, families and communities;
2. Promote access, equality and social justice; and
3. Deliver services of quality and value.

TFSS Vision

Thriving Communities, Endless Possibilities

TFSS Values

TFSS is supported by a set of values which guide the way we work, make decisions and provide services. We define these values as:

- Community: To have a sense of responsibility and contribution
- Leadership: To utilise our position to drive change
- Integrity: To always act with honesty and professionalism
- Partnerships: To work collaboratively to deliver the best outcomes
- Diversity: To accept and appreciate differences

Program and Position Objectives

In relation to Client's:

While managing a small caseload you will assist your team;

- Ensure a trauma informed child centered approach
- Ensure a well developed understanding of issues faced by clients in the family court system
- Conduct comprehensive intake assessments
- Be the first point of contact for all families
- Liaise with family, lawyers and referring workers as required and be able to respond to requests or enquiries from the community
- Oversee court report writing and subpoenas
- Maintain an understanding of relevant legislation and of the Guiding Principles Framework of Good Practice in accordance with Australian Children's Contact Services Association (ACCSA) membership and comply with the Department of Social Services Guidelines and Framework
- Oversee case management of all families.

In relation to Team Culture:

- Contribute to the ongoing development of a dynamic, creative and cohesive team.
- Role model professional case management behaviours and assist your team to achieve the same.
- Lead, develop, promote solid, equitable and honest relationships that support a strong team approach and to maintain a strong work ethic in personal efficiency and effectiveness at all times.

In relation to Leadership:

- Escalate directly to the Service Stream 1 Manager any operational or resource management issues that are unable to be satisfactorily resolved.
- To monitor, mentor and support case worker in their daily practices
- To provide support and guidance to case workers on a day to day basis
- To work with the Manager to implement and monitor the outcomes framework
- To work with the wider community services sector to build stakeholder relations
- Set and maintain rosters
- Oversee and promote the training and development of staff

In relation to self:

- Use 1-1 supervision, professional development and TFSS performance accountability processes to enhance outcomes for families, staff and self.

Key Capabilities		
Stream	Descriptor	Tier
Community and Interagency Relations (Community engagement, sectoral awareness and working collaboratively with other stakeholders in formal and informal partnerships)	Networks and Stakeholders	1.3.1 Reviews and manages services in response to changing needs of relevant groups in the community. 1.4.2 Advances organisational objectives and champions important issues with key stakeholders 1.4.3 Negotiates and builds fruitful formal and informal partnerships to achieve strategic objectives and improve client and member outcomes. 1.3.4 Demonstrates high level understanding of the sector and the work of other relevant organisations. 1.4.5 Demonstrates commitment to social justice and social inclusion and the development of a strong homelessness/domestic violence service sector.
	Community	
	Partnerships and collaboration	
	Knowledge of Community	
Professionalism (Skills associated with professional conduct such as self-management, ethical behaviour, taking responsibility, problem solving and initiative)	Social Justice	
	Time Management	2.3.1 Prioritises work; delegates appropriately demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met. 2.4.2 Models organisational values and preferred behaviours and promotes the Code of Conduct. 2.3.3 Delegates to develop staff and accepts responsibility for actions of staff and teams under authority. 2.3.4 Implements systems to address adverse events and problems and assists teams to take a proactive approach to problem solving. 2.4.5 Encourages teams to show initiative and looks for ways to work more dynamically.
	Ethics	
	Taking Responsibility	
	Problem solving	
Initiative and Enterprise		

Key Capabilities		
Stream	Descriptor	Tier
Communication (All forms of communication, such as advocacy, negotiation, written and verbal communication and interpersonal style)	Advocacy	3.3.1 Articulates clear and persuasive messages about key issues when advocating or negotiating for clients, members and on behalf of the organisation.
	Written Communication	3.2.2 Writes accurate, clear and informative reports and communications that meet the needs of their intended audiences.
	Verbal Communication	3.4.3 Provides considered responses and clear messages to inspire trust and confidence of others
	Public Speaking	3.3.4 Makes convincing presentations, using a range of media, to communicate key issues.
	Interpersonal Skills	3.3.5 Models self-awareness, self-management and social awareness in communications, problem solving and conflict resolution.
Leadership and Teamwork (Leadership and challenges associated with working together, such as dealing with difference, conflict, shared goals and team morale)	United Vision	4.2.1 Generates ideas for innovation and enhanced working practices to achieve organisational mission.
	Strategic Focus	4.2.2 Contributes to team plans and relates team work to strategic objectives.
	Team Dynamics	4.3.3 Manages team dynamics supports productive working relationships and work-life balance.
	Conflict Management	4.3.4 Develops systems and protocols for management of conflict and disputes and is actively involved in problem solving and conflict resolution.
	Diversity	4.2.5 Builds team spirit and supports team members development.
Resources, Assets and Sustainability. (Necessary skills in the effective use of financial resources, assets and equipment as well as building the organisation's assets and sustainability.	Procurement	5.2.3 Researches market and attains value for money when making purchases or contracting work.
	Financial Management	5.2.2 Assists with budget reviews and works to established budgets.
	Equipment and Assets	5.2.4 Researched and recommends purchase of equipment and aids to provide effective service delivery.
	Sustainability	5.2.5 Aims for sustainability in purchasing decisions.

Key Capabilities		
Stream	Descriptor	Tier
Service Delivery (Working with a broad range of clients, communities and stakeholders, maintaining awareness of client issues and ensuring client dignity and confidentiality)	Reflective Practice Knowledge of client issues Client Outcomes Diversity Client confidentiality and dignity	6.2.1 Demonstrates reflective and evidence-based practice. 6.3.2 Demonstrates detailed knowledge of client member issues and builds research links. 6.4.3 Fosters a culture of excellence in service delivery. 6.4.4 Champions respect for diversity and importance of culturally appropriate behaviour. 6.4.5 Fosters a culture of respect for client’s confidentiality and dignity.
Program Management and Policy Development Necessary skills in the management of programs, campaigns, projects and contracts as well as policy development and implementation to guide work practices.	Policy Development and Implementation Program Development Achieving Results Contract Management Complaints Handling and Continuous Improvement	7.2.1 Participates in the review and development of policies and utilises policy and procedures to guide work practices. 7.2.2 Contributes to program objectives, develops and implements simple project plans. 7.2.3 Ensures clarity of understanding of required work, fulfils program and project responsibilities, and achieves performance targets. 7.3.4 Monitors contracts and checks that contractual obligations of both parties are met. 7.2.5 Utilises feedback from complaints to improve programs and reviews own performance.
Change and Responsiveness (Adapting to a change environment, responding to new and emerging trends through skill acquisition, the use of technology and creative and innovative work practices)	Change adaptability Multi-skilling Creativity and Innovation Technology Learning and Development	8.2.1 Supports change management and assists others to adapt and adjust to change. 8.2.2 Works collaboratively with people from different disciplines and share skills and knowledge. 8.3.3 Establishes ways to capture, communicate and share innovative ideas and practices. 8.2.4 Supports the use of new technology and develops skills to master new technology. 8.2.5 Maintains awareness of own skill and skill needs, actively works to address skills gaps and assists others to identify.

Key Capabilities		
Stream	Descriptor	Tier
Governance and Compliance (Systems and processes to implement the strategic plan and the management of quality, risk, WHS and legislative compliance)	Strategy	9.2.1 Contributes to team work plan and ensures that own work outcomes are achieved.
	Quality	9.2.2 Contributes to the enhancement of quality practices and ensures that own work meets the organisations quality requirements.
	Risk Management	9.2.3 Contributes to the identification and control of risks and hazards and takes advantage of emerging opportunities
	WHS	9.2.4 Contributing to the identification of WHS risks and hazards and ensures safety in their own work context.
	Legislation and Compliance	9.3.5 Manages work practices to comply with relevant legislation and licensing requirements.

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Key Competencies	<ul style="list-style-type: none"> Build and maintain a professional rapport with each service program within TFSS. Implement an understanding of the Children and Young Persons (Care & Protection) Act [1998]. Prioritise to achieve the objectives of TFSS and the objectives of each program. Provide appropriate communication based on the audience receiving. Follow processes and systems to maintain accurate records. 	As per TFSS policies and procedures
Responsibilities	<p>To contribute to the operational objectives of the work area, a position at this level may include some of the following:</p> <ul style="list-style-type: none"> Responsibility for a range of functions within the organisation requiring a high level of knowledge and skills; Undertake responsibility for a moderately complex project, including planning, co-ordination, implementation and administration; Undertake a minor phase of a broader or more complex professional assignment; Assist with the preparation of or prepare organisation or program budgets in liaison with management; Set priorities and monitor work flow in the areas of responsibility; Provide expert advice to employees classified at lower levels and/or volunteers; Exercise judgment and initiative where procedures are not clearly defined; Understanding of all areas of computer operation to enable the provision of advice and assistance when non-standard procedures/processes are required; 	As required

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
	<p>Monitor and interpret legislation, regulations and other agreements relating to occupational health and safety, workers compensation and rehabilitation;</p> <ul style="list-style-type: none"> • Undertake analysis/design for the development and maintenance of projects and/or undertake programming in specialist areas. May exercise responsibility for a specialised area of computing operation • Undertake publicity assignments within the framework of the organisation’s publicity and promotions program. Such assignments would be of limited scope and complexity but would involve the co-ordination of facets of the total program including media liaison, design and layout of publications/displays and editing; • Operate as a specialist employee in the relevant discipline where decisions made and taken rest with the employee with no reference to a senior employee; • Undertake duties that require knowledge of procedures, guidelines and/or statutory requirements relevant to the organisation; • Plan, co-ordinate, implement and administer the activities and policies including preparation of budget; • Develop, plan and supervise the implementation of educational and/or developmental programs for clients; • Plan, co-ordinate and administer the operation of a multi-functional service including financial management and reporting; • Where the prime responsibility lies in professional services, employees at this level would undertake at least some of the following: <ul style="list-style-type: none"> – under general direction undertake a variety of tasks of a specialised and/or detailed nature; – exercise professional judgment within prescribed areas; – carry out planning, studies or research for particular projects including aspects of design, formulation of policy, implementation of procedures and presentation; – provide reports on progress of program activities including recommendations; – exercise a high level of interpersonal skills in dealing with the public and other organisations; – plan, develop and operate a community service organisation of a moderately complex nature. 	

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Workplace Standards	<ul style="list-style-type: none"> Comply with the Quality Improvement Policy; Promote and demonstrate a commitment to continuous improvement across TFSS; Understand and comply with TFSS policies, procedures and workplace standards; Maintain and ensure privacy and confidentiality; Take active responsibility for your own well being in the workplace and gain assistance if required; Use TFSS resources efficiently and effectively and treat them with due care; Advise your manager or team leader of any obligations in relation to secondary employment Report any improper conduct; Assist in the general maintenance, cleanliness and presentation of workplace facilities. 	As per TFSS policies and procedures
Skills, knowledge, experience, qualifications and/or training	<ul style="list-style-type: none"> Knowledge of organisational programs, policies and activities; Sound discipline knowledge gained through experience; Knowledge of the role of the organisation, its structure and services. 	As required
Organisational relationships	<ul style="list-style-type: none"> Work under general direction; Supervise other employees and/or volunteers. 	As required
Finance and Administration	<ul style="list-style-type: none"> Accurately and objectively report feedback; Ensure completion of timesheets and have them sent through to the Program Manager weekly/fortnightly; Ensure all appropriate receipts and travel claims are sent through with time sheets. 	As per TFSS policies and procedures
Professional Development	<ul style="list-style-type: none"> Actively participate in supervision; Assist management to identify employee's own professional development needs; Attend relevant professional development opportunities in order to fulfil your role; Participate in cultural competencies, training and activities; Where required, provide in-house training to other TFSS staff at the completion of training attended outside the service; Actively participate in a service evaluation and staff appraisals, review of job descriptions; Attend relevant meetings in relation to your role. 	<p>Successful completion training courses</p> <p>Applied knowledge and skills in the workforce</p>

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Safety & Risk Management	<ul style="list-style-type: none"> Take reasonable care of your own health and safety Take reasonable care that your own acts or omissions do not adversely affect the health and safety of others; Comply, so far as you are reasonably able, with reasonable instructions, policies and procedures to assist TFSS to comply with the Work Health and Safety Act; Raise any concerns in relation to WHS with your Health and Safety Representative or Manager; Report all accidents, incidents, injuries, hazards and equipment faults to your Supervisor, Manager or Health and Safety Representative immediately; Report to work in a fit and proper condition, so that you are able to competently undertake your duties. 	As per TFSS policies and procedures
Client Safety & Child Protection	<ul style="list-style-type: none"> Provide a safe, comfortable physical environment for clients and their children; As a mandatory reporter you have a legal obligation to report to the Community Services Helpline any incidences of child abuse and neglect or if you have reasonable grounds to suspect that a child is at risk of harm to children and/or young people; Report any misconduct committed by staff against a person under 18 years; Ensure that your actions do not expose clients or children to harm; Assist in the reporting any complaints and investigation of all relevant issues as prescribed by the NSW Ombudsman Act 1974 (NSW). 	As per Children's and Young Person's (Care and Protection) Act Chapter 16 A
Professionalism and Conduct	<ul style="list-style-type: none"> Work as part of a team in delivering quality outcomes for TFSS; Maintain professional relationships with TFSS program, Funding Body/s, community at large and all relevant stakeholders. 	As per TFSS policies and procedures
Complaints	<ul style="list-style-type: none"> All complaints are acted on and handled within policy; Manager is aware of complaints ASAP. 	As per TFSS policies and procedures

Extent of Authority
<ul style="list-style-type: none"> Act within policy and procedure; In consultation implement final decisions within the case planning practice; Exercise a degree of autonomy; Control projects and/or programs; Set outcomes for lower classified staff; Establish priorities and monitor work flow in areas of responsibility; Provide support, mentoring and guidance.

Decisions that are Referred to your Direct Supervisor

All issues that require a sign off/approval from the Service Stream Manager or those with the delegation of authority to do so;

- Issues outside of policy guidelines;
- Complaints from families or service providers;
- Requests for new business from Funding Bodies;
- Complaints from Funding Bodies.

Conditions of Employment:

All TFSS workers are bound by the terms and conditions contained in the TFSS Letter of Engagement, the Position Description, the relevant Industrial Award(s), TFSS Policies, Procedures and the TFSS Code of Conduct, as amended and as endorsed by the TFSS Board from time to time.

It should be noted that you may need to perform other duties within your competence and knowledge as directed time to time to meet our operational needs, and that we reserve the right to vary the above Position Description at any time in response to the changing needs of the organisation.

Employee's Signature

Dated

Employee's Name

CEO/Manager's Signature

Dated

CEO/Manager's Name