



Position Description

Contact Supervisor

Keeping Connected Contact Services

Wesley Dalmar Out of Home Care

Signed – Supervisor

Signed – Employee

Date

Date

This position description should be read in conjunction with the Mission's Policy and Procedures, Chart of Delegations, Organisation Chart and appropriate standards and regulations which are applicable to the operations.

1. Responsibilities

Primary Responsibility	<p>To promote the welfare and interests of children, young people in Out of Home Care and their families by:-</p> <ul style="list-style-type: none"> Assisting Wesley Mission and Wesley Dalmar Out of Home in delivering an efficient, effective and caring contact service. Providing transport and supervision of children/young people with their birth families and/or significant others. Ensuring service is delivered in line with internal Policies and Procedures and in the manner of best practice. Ensuring that all requirements of the DCJ and/or Children's Court are met for any reports relating to contact.
Responsibility 2	<ul style="list-style-type: none"> Work with other Keeping Connected contact supervisors and administration staff. Build professional rapport and be mindful of boundaries when working with children, carers and birth families. Be willing to co-operate with both government and non-government agencies in the best interests of the child/young person. Maintain accurate records and statistics, and provide appropriate reports when required. Exercise any authority which may be delegated from time to time with due care and professionalism, maintaining an awareness of agency expectations and standards at all times. Attend consultation and supervision sessions as required. Any other duties as determined by the Manager Keeping Connected from time to time, including management of client information forms, contact reports and timesheets, as required.
Contact Supervision Responsibilities	<ul style="list-style-type: none"> Transport child/young person to designated location at appointed time for contact. Provide appropriate supervision of birth family contact and any other significant others in accordance with Keeping Connected and Departmental protocols and internal Policies and Procedures. Maintain accurate records and statistics, and provide monthly reporting. Provide factual reports for Keeping Connected, the Department/Court within 24 hours of each contact.

	<ul style="list-style-type: none"> • Attend court as and when required. • Exercise any authority which may be delegated from time to time with due care and professionalism, maintaining an awareness of agency expectations and standards at all times.
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2. Other Professional Responsibilities

Values Driven Service Culture	<ul style="list-style-type: none"> • Proactively support a positive service culture across all service areas and provide leadership that is supportive, non-judgemental and reflective of Wesley Mission's values • Regularly meet with relevant Manager for supervision and annual PR&DP appraisal process. • Participate in ongoing training, staff satisfaction surveys and recognition activities as required
Positive Stakeholder Relationships	<ul style="list-style-type: none"> • Work with other staff and teams across Wesley Mission as well as the wider work of the Uniting Church as required. • Work collaboratively with other Keeping Connected and Wesley Dalmar Out of Home Care teams and be willing to cooperate with both government and non-government agencies in the best interest of the child/young person. • Attend significant social/ministry events, worship services and formal meetings within Wesley Mission as required.
Financial Accountability & Sustainability	<ul style="list-style-type: none"> • Adhere to established financial policies and procedures relevant to the specific Keeping Connected Contact Service Program budget. • Participate in environmentally positive work practices
Effective WH&S & Risk Management	<ul style="list-style-type: none"> • Be appropriately responsible under the Work Health and Safety legislation for the health and safety of persons for yourself and whom you are responsible in compliance with all site procedures • Adhere to policies and procedures addressing the requirements of Equal Employment Opportunity, Anti-Discrimination, Affirmative Action and Work Health and Safety
Validated Compliance Standards	<ul style="list-style-type: none"> • Participate at least annually in the Mission's Personal Review and Development Process • Participate in Wesley Mission's Orientation and Induction Program and attend any mandatory Wesley Mission Training. • Demonstrate commitment to Continuous Quality Improvement and the Accreditation Process • Participate in the collection of information and data for quality improvement activities as required • Practices within the guidelines described in the Code of Conduct and Ethics and other Statutory requirements

Confidentiality and Privacy	<ul style="list-style-type: none">• Demonstrate an understanding and strict compliance with the protocols, policies and procedures concerning privacy, dignity and confidentiality as stated within legislation both State and Federal and Wesley Mission Policy.
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3. Relationships

Reporting to:

- Team Leader, Keeping Connected

Working with:

- Other Keeping Connected staff, including administration staff
- Provide Case Management of cases allocated
- Officers of Family and Community Services, Wesley Dalmar Case Managers and other professional staff

4. Selection Criteria

4.1 Knowledge

- Relevant Tertiary qualifications
- Good communication skills, both written and oral
- Flexibility to work evenings or weekends
- Experience with children/young people preferably in Foster Care or Disability field
- Current NSW Drivers Licence
- Fully insured (including for business use) and reliable vehicle
- Ability to liaise and work constructively with a group of clients, support personnel and other professionals
- Computer proficiency in Word, Outlook and Excel
- Ability to work independently and as part of a team
- Experience in managing difficult behaviours

4.2 Skills

- Client-focused strength-based approach
- A commitment to a continuing process of personal self-development and skills acquisition
- Communication, negotiation and people management
- Self-direction including initiative and the ability to prioritise activities
- Personal integrity
- Respecting the values and experiences of others
- Analysis and problem solving
- Dispute and conflict resolution

4.3 The ability to:

- Work in partnership with management, peers, clients, community partners and all aspects of Keeping Connected service areas
- Be familiar and adhere to all Keeping Connected Policies and Procedures
- Review and evaluate personal performance in order to identify training needs and engage in ongoing professional development.