



Position Description

Contact Supervisor

Keeping Connected Contact Service
February 2025

Agreement

Signed–Manager

Signed–Employee

Date

Date

Do all the good you can
because every life matters



Contact Supervisor

Wesley - Keeping Connected

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servanthood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2 Overview of Wesley - Keeping Connected

The Wesley Keeping Connected team has five key responsibilities:

1. To promote the welfare and interests of children and young people and their families.
2. To provide a safe and secure environment for children and young people during visitation with their families by maintaining a child protection focus.
3. To ensure the safe and timely arrival of children for visitation or appointments.
4. To uphold a standard of reporting that positively impacts the case requirements for the families.
5. Proactively support a positive service culture across all service areas and provide a service that is supportive, non-judgemental and reflective of Wesley Mission's values

3 Overview of role

- Assisting Wesley Mission and Wesley Dalmar Out of Home Care 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.
- Ensure all requirements of DCJ and/or Children's Court are met for any reports relating to contact.
- 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, always maintaining an awareness of agency expectations and standards.
- 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.

4 Relationships

Reports to: Team Leader

5 Major role responsibilities

5.1 Our clients

- Support our children and young people to have a safe and positive family engagement
- be a strong ambassador for the Wesley Keeping Connected team.
- Uphold the vision and values of the organisation
- Report any incidents or issues via the appropriate process
- Hold child protection to a high standard
- Always maintain client confidentiality

5.1.1 Performance Measures

- Contact reports are received within 48 hours of contact
- Contact reports are of a standard to be submitted to court
- All incidents and injuries are reported immediately
- All instructions on the Client referral information form are followed closely and any risk management put in place
- Process and procedure are followed
- All tools required for the role must be kept to the required standard

5.2 Our people (our team)

- Participate in Keeping Connected 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 promote and ensure adherence to Wesley Mission brand
- ensure all Human Resource (HR) policies and procedures are understood and adhered to
- ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself

- regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings.

5.2.1 Performance Measures

- All training requirements are upheld
- Submit any pool car logbooks at the end of the month as required
- Complete the staff satisfaction survey
- Communicate effectively with your team and management
- Attend 90% of staff team meetings
- Ensure you are presented in a professional manner

5.3 Our operations

- 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. Communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocates.

5.3.1 Performance Measures

- Uphold the reputation of the organisation by conducting yourself to a high professional standard.

5.4 Our financials

- Ensure all projects are delivered to budget and seek opportunities to minimise expense wherever possible.
- Ensure the correct processing of date for operations needs and stakeholder invoicing

5.4.1 Performance Measures

- Ensure timesheets are submitted on time to ensure sufficient processing time
- Ensure contingencies are submitted with relevant receipts weekly and any amounts spent at contact are documented on your timesheet
- Notify your team of any changes to contact that will impact the time spent – cancellation, hold up with transport, unforeseen issues.
- Complete log book for all pool vehicles
- Notify Team Leader of any damage to pool cars

6 Professional responsibilities

- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures

- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- as directed, other activities to support the delivery of the Wesley Keeping Connected Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- maintain confidentiality.

7 Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- 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.
- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem-solving skills
- confident professional with strong initiative and business acumen
- displays emotional maturity and resilience.

Essential skills/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
- OCG Child safe training

Desirable skills/knowledge

- 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
- not for profit or cause related management experience.

8 Other operational role requirements

- Private vehicle usage for work: Any work related travel will be paid as kilometre allowance in accordance with the award. Child/booster seats and reclining prams are required for contacts and need to meet Australian standards.
- Company pool vehicles: may be allocated for work use from time to time at managements discretion to meet operational need. The pool vehicle can only be kept at the place of residence with operational and management approval in order to fulfil allocated jobs. In the absence of such approval, pool vehicles must be returned to the relevant office and must not be used for personal usage.
- Work time and engagement: Work time commences at the engagement with client – ie. from pick up to drop off, plus an additional one hour of allocated for administration/report writing. Minimum engagement per day will be three hours.
- Job cancellation: If jobs are cancelled after 5pm the day prior, the minimum engagement will be paid for the day due to the cancellation. If a reasonable replacement job is not accepted the one-hour administration time is still applicable as a report is still required.
- On-call supervisor: Support is available between 9am-5pm every day for any emergency situations requiring further support and guidance.
- Team meetings are scheduled every second month which requires mandatory attendance.