<table>
<thead>
<tr>
<th>Job title: Supervised Contact Worker</th>
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<tbody>
<tr>
<td>Work Location: Various</td>
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<td>Division/Department: Supervised Contact</td>
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<tr>
<td>Reports to: Managing Director</td>
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<tr>
<td>Casual</td>
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**Essential Duties and Responsibilities:**

The supervisor must ensure the child’s best interests are protected whilst on a contact visitation with the parent or significant other person. The supervisor’s aim is to facilitate a safe and happy contact visit comprising of positive interactions between the parent and child/children in order to build upon their relationship.

- Responsible for the safety and well-being of the child/children at all times. If compromised the supervisor must make an assessment to either terminate / caution the visit proceedings or appropriately manage the situation dependent upon the severity.
- To comply with court orders, parent agreements and Bridging Families agreements.
- To observe and comprehensively record all visit interactions and conversations between the child/children, parents and significant others.
- To remain positioned in close proximity to ensure an accurate visit account.
- To be aware of what is classed as appropriate behaviour for parents and other adults attending the visit.
- Providing problem free change over and back procedures.
- Responsible for the toileting needs of the child/children.
- Punctuality at all times.
- Maintain confidentiality.
- Ability to remain impartial and non-judgemental.
- Providing assistance / guidance to parent during the visit when the child/children’s care and/or needs are not being met.
- Maintain good communication and provide timely visit information to Bridging Families in the form of a debrief session and report. The report must reach Bridging Families within 24/48 hours of the visit.
- Possess an operable mobile phone on visits in case of an emergency situation.
- Direct all parent questions / requests to appropriate body ie: legal representative, Bridging Families.
- Facilitate and support a positive and meaningful visit between child/children and parent.
- Perform related duties as assigned by Managing director
• Maintain compliance with all company policies and procedures

**Education and/or Work Experience Requirements:**

☐ Tertiary qualifications in a relevant discipline ie: social welfare, psychology, education, counselling, etc

☐ Ability to manage difficult behaviours and emergency situations

☐ Excellent communication, conflict resolution & negotiation skills

☐ Excellent observational and report documentation skills

☐ Understanding of child protection and mandatory reporting requirements

☐ Sound knowledge of child development

☐ Ability to remain impartial & non-judgmental at all times

☐ Ability to provide a safe & secure visit environment for the child

☐ Understanding & commitment to the philosophy of confidentiality

☐ Must possess a current Work Cover approved First Aid certificate, Working With Children Check & Police Clearance certificate

☐ Excellent computer proficiency (MS Office – Word, and Outlook)

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**Print Employee Name:**

**Employee signature:**

**Date:**