

## Child Contact Centre Supervisor

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Company: Centrecare

Location: Kalgoorlie - Boulder

Category: other-general

**Respect, Excellence, Celebration, Compassion, Acceptance, Professionalism.**

### About Centrecare

Centrecare is a not-for-profit organisation with just over 300 employees and is committed to delivering quality professional counselling, support, accommodation, mediation and training services in over 11 locations across the Perth metropolitan, Goldfields and South West regions.

Centrecare believes that all children are valuable and worthy of respect. It strongly supports the rights of the child and is committed to ensuring the safety, wellbeing and protection of all children who are in contact with or receive its services.

### The Role

Kalgoorlie is located 600kms from Perth and showcases a vibrant mix of gold rush history, grand colonial buildings and immense mining operations, surrounded by some of the most dazzling spring wildflowers. Centrecare offers an attractive zone allowance to all staff who choose to work in the Kalgoorlie region.

As a Child Contact Supervisor, your role is specialised and incredibly important in building and supporting relationships between children and their parents, often at times of high conflict and anxiety. You will be responsible for facilitating safe and meaningful contact between children and the parent they do not live with, in accordance with court orders or parenting agreements. You will also be responsible for compiling a report (training provided) based on your observations during the visit. These visits generally take place in the child contact center, community, in a space that has been assessed as a safe and neutral

environment e.g. park, playground, library, play centre etc.

The Children's Contact Centre provides core services to families on afternoons, evenings, weekends and public holidays.

Work towards the achievement of best practice in a child-focused service provision.

Facilitate safe and effective changeovers of children between separated parents, and to supervise access in a centre-based environment.

Promote the welfare of child/ren during either a visit or handover to a parent/guardian, by supervising interactions and behaviour in order to ensure the child/ren feel safe and comfortable in the situation.

Act in the best interest of the child/ren by taking reasonable measures to ensure they are physically safe and are not subjected to emotional stress or trauma.

Be aware of children's needs to provide modelling for parents, when necessary.

## **About You**

Recognised qualification in Education, Child Development, Psychology, Social Work or Social Sciences or relevant experience in related disciplines.

Experience in engaging clients in a human service setting.

Well-developed communication skills; written and verbal.

Ability to be impartial and flexible, work effectively in a stressful environment and deal confidently with clients.

Knowledge of problems associated with separated parents in high conflict and the impact of this on children.

Knowledge of child protection and child development.

Availability to work during weekends and public holidays.

## **Benefits**

Zone allowance

Relocation assistance of \$1,000 for relocation over 1,000kms

Four weeks annual leave inclusive of a 17.5% leave loading

5 days of additional paid leave

Twelve weeks paid maternity leave

Access to corporate health cover provided for by Bupa and Medibank

Comprehensive training and personal development opportunities

Study leave of five hours per week after two years of service

Insurance cover to and from work

Employee Assistance Program

### How to Apply

Click on apply and attach your up-to-date Resume and Cover Letter

Shortlisting will commence straightaway, Centrecare reserves the right to close the position early if needed.

Should you have any queries, please contact Human Resources on **(08) 9288 2244**

**We are seeking to increase the diversity of our workforce to better meet the differing needs of our clients and to improve equal opportunity outcomes for our employees.**

**Candidates who identify as Aboriginal and Torres Strait Islander are strongly encouraged to apply.**

[www.centrecare.com.au](http://www.centrecare.com.au)

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