



Child Support Specialist Position Description

Reporting to:	Team Leader	Work location:	Various locations in SEQ
Department:	54 reasons	Budget holder:	No
Team:	DFV Services	Direct reports:	Nil

About 54 reasons

54 reasons is Australia's leading child rights organisation, proudly part of the Save the Children Australia Group and global movement. We're here to make sure that everyone understands their rights. So that children and young people have their rights met and thrive, in all their diversity.

We champion the children, young people and families we work with. We are inspired by the curiosity and creativity of children, and motivated by the love of those who care for them. With the child's voice at the centre, we provide quality services to children and their caregivers, advocating with them so that children develop, learn, and are connected, safe and confident.

Our people are proudly local, and as diverse as the communities we serve - in every state and territory, and across regions, remote areas and capital cities. Our operations and services span the early years and school engagement, youth justice, domestic and family violence and family support, and our practice is grounded in child rights and participation.

From our 54 Reasons Practice Framework to our culture where you will feel valued, belong and make a difference for children, 54 Reasons is truly a place you will **learn and grow**. Find out more about *Our Promise to Children and Young People* and how our Practice and Impact measurement team works to ensure the provision of high quality, contemporary and inspiring service, practise and outcomes that meet and exceed client needs. [Our Approach – 54 reasons](#)

Here you'll make a difference

At Save the Children Australia, we attract bright and big-hearted people who are inspired to make a difference. Together, we are fearless in our pursuit of making lasting change for the children and communities who need it most.

Role Purpose

54 reasons is an organisation that operates accommodation and support services, providing safe and supportive environments for women and children escaping domestic and family violence. We recognise that domestic and family violence is a systemic issue and that violence by one person against another is unacceptable. 54 reasons recognises the particular impact of witnessing and experiencing domestic and family violence on children and young people. It is for this reason that we employ a specific staff member to observe, assess and meet the needs of children and young people.

As a child rights organisation, 54 reasons is committed to protecting children. Working for 54 reasons means that you are accepting a special responsibility for safeguarding children's rights and respecting those rights in all positions, decisions and actions. Our work is underpinned by the United Nations' Convention on the Rights of the Child which states that children should be protected from all forms of physical and mental violence, injury, abuse, neglect, maltreatment and exploitation, including sexual abuse.

The role of the Child Support Specialist within the Domestic and Family Violence programs at 54 reasons is to uphold the rights of children and young people, acknowledging them as individuals with agency and clients in their own right. We adopt a strengths-based approach and support their connection to family, community and culture. 54 reasons operates from a child-centered philosophy which is underpinned by theoretical knowledge and understanding of child development, attachment and trauma informed practice.



The key focus areas for the Child Support Specialist are:

- Provision of quality service delivery
- Continuous practice improvement
- Collaboration with team members
- Evaluation and reporting
- External partnerships and networking

Here your skills will be valued

Service delivery

- Undertake needs assessments for each child and young person accessing our service
- Develop and implement case plans of wrap around support, incorporating development and practical needs
- Monitor, maintain and promote the importance of safe and regulated environments and support parents/carers with strategies to create safe and regulated environments for their children and young people

Continuous practice improvement

- Thoroughly read, comprehend and implement the 54 reasons Trauma Informed, Child Centred Practice Framework (Practice Framework), including all related tools, documentation and processes
- Keep abreast of new developments in the sector, emerging research, policy, law and professional practice
- Participate in regular reviews of the Practice Framework

Team collaboration

- Work in collaboration with the service team to provide wrap around support to parents/carers to enable them to meet the needs of their children and young people, while providing parenting support and education to improve attachment
- Represent the voice of children in internal and external organisational discussions

Monitoring and evaluation

- Formal and informally measure, capture and respond to feedback from children and young people
- Maintain accurate and factual case notes on reporting systems, meeting quality assurance standards
- Maintain reliable data collection for program review and complete regular monitoring and reporting, in line with organisational and funder requirements

External partnerships

- Create and maintain networks and strategic partnerships within the community and with external agencies
- Develop and nurture external networks for the purposes of parents/carers meeting the needs of children and young people and implementing case plans
- Participate in internal and external staff meetings in order to contribute and maintain a focus on children and young people and their needs within the service and wider sector

Health, safety, security and risk management

- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training
- Act safely at all times
- Report all incidents, injuries and potential hazards in a timely manner
- Participate in, and contribute to, health and safety awareness and improvements
- Be aware of, document and manage the risks associated with your team's programs and workplaces and ensure appropriate elimination or mitigation measures are applied

Child protection and safeguarding requirements

- Maintain a child safe environment at the workplace and safeguard children's rights, acting in the best interests of children at all times
- Comply with [Child Safeguarding Policy](#) and [Code of Conduct](#)
- Demonstrate the highest standards of behaviour towards children in both your private and professional life



- Never abuse the position of trust that comes with being a part of the Save the Children family
- Maintain a safe and positive relationship at all times when working with children and young people
- Respond to any concerns for the safety or wellbeing of a child in a program in accordance with internal reporting processes

All roles at Save the Children contribute to our impact for children

At Save the Children and 54 reasons, every role, whether in our programs or support services, plays a vital part in our impact for children. We are committed to creating a positive impact on the lives of children and their communities, and we value the contributions of every team member in achieving this vision.

Here you'll belong

It takes all types of people to do the challenging work we do. Here are some of the specific skills and experiences you'll bring to this role:

Essential knowledge or experience

- Understanding of child protection systems and an ability to assess risks and respond appropriately
- Excellent knowledge of childhood development needs and understanding of stages and influences
- Ability to utilise a strengths-based approach in work with children and families
- Strong understanding of child-centred trauma informed practice
- Demonstrated understanding of the effects of domestic violence on children and children's developmental needs
- Ability to achieve positive outcomes and make decisions in difficult and stressful situations
- Good stakeholder management skills and the ability to work collaboratively with other team members and external agencies
- Excellent written and verbal communication skills
- Competence in the use of computers and databases
- Sound time management and organizational skills, and ability to manage and plan own workload
- Experience in case noting and report writing
- Ability to work independently and as part of a team

Desirable

- Experience working with children experiencing / escaping domestic and family violence
- Understanding of and/or experience working with Aboriginal and Torres Strait Islander children
- Understanding of and/or experience working with children from a non-English speaking background

Required qualifications and/or accreditations

- Degree/Diploma in Children's Services/Human Services field or equivalent qualification, or significant relevant experience

Additional Information

- Any offer of employment at 54 reasons will be subject to a satisfactory National Police Record Check and, where required, a Working with Children Check
- Employees must sign on to Save the Children Australia's Child Safeguarding Policy and Code of Conduct
- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
- 54 reasons is an Equal Opportunity Employer

Driver's Licence:

Required

Travel:

Minimal

Working with Children Check:

Required

Assets:

Laptop/phone