



SHINE for Kids®

We are **passionate** about **transforming** the lives of **children**, young people and **families** affected by the **criminal justice system**

JOB TITLE	Child and Family Coordinator
REPORTS TO	NSW/ACT state manager
DIRECT REPORT	Volunteers
INTERNAL STAKEHOLDERS	All SHINE for Kids staff and volunteers Child safety officer
EXTERNAL STAKEHOLDERS	<ul style="list-style-type: none"> • Children, young people and their carer's and families, • Parents in Custody • Wellington Correctional Centre staff and management • Community and/or Government agencies supporting children, young people and families
LOCATION	Wellington Correctional Centre
	Part Time – Friday, Saturday and Sunday 18 hours plus (1.5 hours non paid lunchbreaks)

SHINE for Kids is the only national charity to provide services to support children and young people from infancy through to reaching adulthood at 18, our programs operate in secure, open custody, and transitional correctional facilities throughout NSW, ACT, VIC, QLD and WA and encompass:

- Mentoring
- Casework and Parenting
- Supported Transport
- Onsite Engagement Facilitation including Child and Family Centres and supported prison visits
- Aboriginal Programm
- Educational Support
- Carer Support
- In custody parent programs

SHINE for Kids programs are designed to provide positive opportunities to reduce the likelihood of children transitioning into child protection and justice systems, help avoid family fragmentation, and to reduce both juvenile and adult recidivism.

JOB PURPOSE

Child and Family Coordinators support children, young people and their families and friends when visiting. The Wellington Correctional Centre in the Visits area and through the Child Parent days. SHINE for Kids employees and volunteers provide age appropriate activities for children/young people to have 'time out', to experience play time, to connect with other children in the same situation and to have an opportunity to have a more pleasant experience when visiting their parent. Our programs support family and friends with information, referral services and advocacy.

DUTIES AND RESPONSIBILITIES



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The Child & Family Coordinator will offer important services to visitors:

- **Prison In-Visits Program** – The Prison In-Visits program supports positive family interaction and provides a variety of arts, craft and diversionary activities for children to share with their parents. This program is conducted within the relevant visiting area of Wellington Correctional centre
- **Child/ Parent Activity Days** – This program ensures that children are able to stay connected to their parent in custody, maintaining their child-parent bond despite the barriers of prison. This child focused program emphasizes the importance of the parent in custody having sole responsibility for their children, having an opportunity to practice their parenting skills and to connect with their children over a longer period of time (up to 4 hours). This program is only offered in school holidays and is conducted twice a year per complex
- Ensure necessary resources are available for the smooth running of the prison in -visits programs and that COVID-19 safe procedures are followed
- Run the adaptive service delivery approved programs during visit closures due to Covid restrictions such as -Art and Craft days and storytime (one session model) as required and directed by SHINE for Kids executive team and after consultation for approval with Wellington Correctional Centre management
- During third party restrictions run adaptive service delivery activities- Family Connection packs and other activities as directed
- Ensure all resources in the in-visits area have prior approval with Wellington Correctional Centre
- Complete volunteer recruitment work as needed and ensure volunteer induction processes are completed
- Complete training with Volunteers on SHINE for Kids policies and procedures
- Train /support volunteers to facilitate the in-visit program at each of the contracted locations at Wellington Correctional Centre
- Complete admin each Friday from 9:00am-4:30pm on site.
- Run the Prison Invisits– Saturdays and Sundays from 9:00am-3pm (mornings and afternoon sessions)
- Liaising with Corrections personnel and NSW/Act State Manager and RISE Education Coordinator for referrals to programs and promoting the program with Parents in custody.
- Complete training and entering case notes on the SFK Impact Portal accurately and in a timely manner.
- Attend fortnightly catch up meeting with direct supervisor, attend cross functional and other set meetings as per required
- Collecting outcomes data to measure the success of the program including pre and post surveys if required
- Co-ordinate prison in-visit events such as Christmas parties, Mother's Day, Father's Day and cultural events and activities such NAIDOC Day, Chinese New Year, etc.
- Be aware of, and adhere to, SHINE for Kids policies and procedures including the Professional Conduct and Ethics Policy.
- Ensure that the work carried out contributes to the achievement of the SHINE for Kids Strategic Plan and reflects organisational core values.



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- Ensure a safe environment for all those who attend the Invisits taking into account child protection principles of situational prevention and risk management.
- Conduct Supervised contact access visits and referred by the Child Protection Coordination and Support Unit (CPCSU)
- Recruiting and training of volunteers in collaboration with HR and Volunteer Coordinator ensuring all volunteers have current WWCC, Safe Guarding Children Course, Corrective Services induction and any other compliance.
- Supporting volunteers to work within SHINE for Kids program guidelines and maintaining professional relationships with parents, carers and Corrective Services staff.
- Ensure the Child and Family cottage at Wellington is maintained and a welcoming space for visits, children and families
- Maintaining an open, warm and professional relationship with all parents (in custody and in community) and sharing positive information about children with their parents.
- Providing continuous improvement ideas wherever possible to enhance the quality of the services provided
- Working in collaboration with community, government and other agencies in order to share resources and effectively utilise each other's area of expertise and knowledge for the benefit of children, young people and their families, to be able to provide a professional and respectful service delivery partnership.
- Liaising with organisations who want to donate resources for children of prisoners.
- Be aware of, and adhere to, SHINE for Kids policies and procedures including the Professional Conduct and Ethics Policy.
- Ensure that the work carried out contributes to the achievement of the SHINE for Kids Strategic Plan and reflects organisational core values.
- Promoting a caring, culturally appropriate and nonjudgmental environment for children where they are the priority and where they, and their families, are treated with dignity and respect.
- Ensuring a safe environment for all those who attend the Centre taking into account child care and protection principles of situational prevention and risk management

Administration

- Undertake office administrative tasks related to the program
- Ensure that monthly statistics are maintained and reported on
- Assist with the provision of good news stories or case studies which promote the achievements program
- Compile case notes, reports and records of client information on the SFK impact portal Impact Portal
- Manage program expenditure

Team Work and Supervision

- Participate in ongoing training and professional development activities
- Attend meetings and training as required including NSW/ACT state meeting and cross functional



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meetings

- Attend supervision with your supervisor on a regular basis
- Actively participate in staff meetings, intake meetings, peer review and case management meetings.
- Actively participate in project management tool Trello and any other workplace tools
- One on one catch up on a regular basis.
- Participate in semi-annual performance discussions

OTHER DUTIES

Other duties, tasks and projects as required – These additional duties, tasks and projects must be issued in accordance to and an extension from:

- The person's demonstrated skills and abilities
- Relevant/related qualifications
- Previous experience
- Adherence to and not in any conflict with or breach of any SHINE for Kids:
 - Policies and procedures
 - Code of conduct
 - Guidelines for adhering to professional role boundaries

WORKPLACE HEALTH AND SAFETY

- Have an understanding and adhere to work, Health and Safety policies and procedures to ensure the health and safety of yourself and others at the workplace at all times
Report all WHS hazards and incidents as per policy requirements and actively participate in any corrective actions that may arise post reporting
- Ensure your personal health and wellbeing is supported via sound self-care practices and the use of the SHINE for Kids Employee Assistance program
- Adhere to WH & S requirements when working within Corrective Services environments.
- Where required, conduct risk assessments on programs and activities to ensure the safety of staff, volunteers, children and their families, people in custody and others
- Be aware of strategies to maintain personal health and wellbeing (eg: using the SHINE for Kids Employee Assistance Program).
- Adhere to WHS Risk assessment Covid-19 precautions including washing hands at arrival at centre, not attending work if sick, practising social distancing and ensuring the Invisits activities follow COVID-19 safety procedures.

SAFEGUARDING CHILDREN AND YOUNG PEOPLE

Everyone at SHINE for Kids from Executive to volunteers take seriously our commitment and responsibility to safeguarding children and young people across all of our programs and services in a supportive environment that is caring, safe, nurturing, free from bullying, abuse, exploitation and neglect. As an employee of SHINE for Kids, you are required to meet the behaviour standards outlined



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in our SHINE for Kids Safeguarding Children Statement and Practice and behaviour guidelines / 'Safeguarding code of conduct. You will receive a copy of these guidelines or code as part of your letter of employment. You can also access a copy of this statement on the SHINE for Kids Website.

Therefore as part of your duties and responsibilities, you are required to:

- Provide a welcoming and safe environment for children and young people
- Promote the safety and wellbeing of children and young people to whom we provide services
- Ensure that your interactions with children and young people are positive and safe
- Provide adequate care and supervision of children and young people in your charge
- Act as a positive role model for children and young people
- Report any suspicions, concerns, allegations or disclosures of alleged abuse to management
- Report to management any criminal charges or convictions you receive during the course of your employment/volunteering that may indicate a possible risk to children and young people.

It is an offence under the commission for Children and Young People Act 1998, for a "prohibited person" to apply for this position. Relevant Criminal History, Corrections Criminal Record Inquiry (NSW only), Apprehended Violence Orders, prior employment and background checks including relevant disciplinary proceedings, Working with Children Checks and verifications, will be conducted on selected applicants.

Our organisation undertakes additional screening processes to ensure the appropriate protection of children in its care. This includes reference checks, identity check, qualification checks and professional registration checks.

EDUCATION/LICENSES/INDUSTRY EXPERIENCE

- Diploma in Early Childhood Education and Care, Certificate III Early Childhood Education and Care or lived experience
- Current Working with Children Check (Paid)
- National Police Check
- COVID-19 Vaccination
- Our organisation undertakes several screening processes to ensure the appropriate protection of children in its care. This includes reference checks, Identity check, qualification checks, Criminal History Records Check (where applicable) and professional registration checks.
- Current Drivers License and own transport

KEY SELECTION CRITERIA

- Minimum 3 years experience working with children, young people and their families
- Experience in working with children/young people and programming child centred activities
- Experience in working with volunteers as an integral part of a service delivery model.
- Demonstrate an understanding of the issues and challenges that children of prisoners face.



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- Understand the issues and challenges facing Aboriginal young people who have a parent in prison and culturally and linguistic diverse backgrounds
- Excellent verbal and written communication skills and strong interpersonal and people skills
- Have an understanding of, or capacity to work within, the criminal justice system.
- The capacity to work professionally in an independent role, within a larger regional and interstate team structure.
- Proven capacity to write programs and reports required for delivering a support service
- Self starting initiative, trustworthy, reliable and able to complete tasks.
- Demonstrated experience collaborating with multidisciplinary professionals to provide positive outcomes to children and their families.
- Demonstrated experience facilitating program for vulnerable families
- Demonstrated ability to implement a program and tailor an evidenced-based program to unique client group
- Ability to conduct interviews and engage and manage a group of volunteers

TRAINING REQUIRED

Provided by SHINE for Kids

- Orientation training in regards to the policies, procedures and practices specific to this role
- Child Safety training
- Work Health and Safety Training
- Aboriginal and Torres Strait Islander training
- Ongoing staff development opportunities through SHINE for Kids and externally with other training providers
- SFK Impact Portal COVID Training

Provided by Office of the Children's Guardian

- Child Safe eLearning – online

Provided by Corrective Services NSW

- Prison Induction

ACKNOWLEDGMENT

I acknowledge that I have read and understood the requirements of this position.

Employee Name:

Employee Signature:

Date: