

Job Description

Team Member

ac.care
opportunities for life... for country people

Job Title: Family Advisor

Department: Family Services

Award: Social Community Home Care & Disability Services Award

Classification Level: 4

Reports To (Title): Manager, Family Relationship Centre

Direct Reports: Nil

About our Organisation

ac.care is a non-government organisation (NGO) that encourages excellence, improvement, and growth at both an organisational and individual level.

Everything we do is underpinned by our core values (CARE - Compassion, Adaptability, Relationships, Excellence). Together, as one team we CARE to ensure all country people experience a seamless and consistent ac.care service in a welcoming and non-judgemental environment.

About the Job

The Family Advisor is a specialist assessment role, being the first point of contact for clients and those approaching the Family Relationship Centre for support, information and assistance. The role requires the Family Advisor to make a range of assessments during an initial intake interview. The purpose of assessment is to make effective referrals for the client to both ac.care services and other government and non-government services within the community. The Family Advisor will be required to be well connected to the local community and its resources in order to provide clients and the community with a range of information.

Key Outcomes

Job responsibilities

Contribute to the provision of high-quality Family Relationship Centre programs by:

- Providing accurate screening and assessments for families.
- Providing comprehensive assessments of issues such as violence, child abuse, risk and safety, and suicide risk.
- Working closely with other government and non-government agencies to make concise referral processes for clients.
- Providing advocacy and referral services to separating or separated parents that helps them identify issues and options.
- Providing community education strategies on family and relationship issues and the Family Law System to individuals, groups and community organisations.
- Organising and participating in networking and communications with other relevant service

Organisational responsibilities

- Demonstrates appropriate and professional workplace behaviours that are in line with ac.care Policy and Procedures.
- Actively participates in ac.care's Performance Development and Review Program.
- Actively promotes and role models the ac.care values of Compassion, Adaptability, Relationships and Excellence and desired ac.care Way behaviours.
- Actively speaks up, reports and challenges bias and intolerance within the workplace, e.g. misconduct, illegal and inappropriate behaviour, conflicts of interest, racism and bullying and harassment.
- Maintains a commitment to Equal Employment Opportunity (EEO), Diversity and Inclusion, Ethical Conduct and record keeping within legislative requirements.
- Maintains a commitment to the ac.care Reconciliation Plan (RAP), demonstrating respect

Compassion, Adaptability, Relationships, Excellence

Initial: _____

Date: _____

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providers to assist on projects of mutual interest.

- Providing culturally responsive family service models and practice.
- Contributing to the development, monitoring and evaluation of the programs.
- Participating in supervision.
- Participating in professional development opportunities to maintain and develop skills and knowledge.
- Maintaining up to date information on services available to the community.
- Other duties as directed.

and support for Aboriginal and Torres Strait Islander people.

- Actively contributes to a culture and environment where children and young people's safety and wellbeing is at the centre of thought, values and actions.

Work Health and Safety responsibilities:

- Accepts responsibility for own and others safety.
 - Actively participates in consultation about work, health and safety issues.
- Identifies and reports hazards and incidents and identifies risk controls where appropriate.

Promote quality outcomes for clients in direct service delivery by:

- Developing excellent rapport with clients and the community.
- Providing accurate information to clients and the community.
- Assisting parents and families to access existing supports and services.
- Advocating with and on behalf of clients for their rights and empowerment.
- Assisting parents who may not be in dispute regarding their children but need help in setting out their arrangements.
- Helping parents understand the financial and emotional impact on their children of using the courts to resolve parenting matters.
- Being accountable to clients through constructive responses to feedback.
- Taking part in the development of strategies and research projects designed to increase community knowledge of family and relationship issues and the Family Law System.



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Key Relationships

- Works collaboratively with ac.care executives, senior managers, program managers, staff and volunteers.
- Develops and maintains positive relationships with ac.care partners, other Non-Government Organisations (NGO) and local community businesses.
- SA and Commonwealth Government Departments, e.g. Department of Human Services, Department of Health, Department for Child Protection and other government departments as required.

Special Conditions

- Hold a current SA drivers' licence 'Class C' or interstate equivalent
- Satisfactory Employment Screening Assessment(s) required for this role in line with ac.care Policy:
 - Working with Children Check
 - National Police Check
 - Psychological Suitability Assessment
 - Medical or Functional Assessment
- Out of hours work may be required from time to time
- Client transportation required and/or client visitation outside of the office required
- Intra and interstate travel may be required

Key Selection Criteria

Essential

- A degree in a relevant discipline (e.g., Social Work, Child Development, Human Services, Social Sciences, Psychology) or
- Less formal qualifications with specialised skills, substantial relevant experience, expertise and competence attained through previous appointments
- Communicates in a manner which respects and promotes cultural diversity
- Excellent communication skills (listening, written and verbal)
- Ability to undertake assessments and screening of families
- Ability to establish rapport and maintain a positive relationship with clients and other stakeholders
- High level of conflict resolution and advocacy skills
- High degree of credibility and professionalism

Highly Regarded

- Experience working with Aboriginal and Torres Strait Islander peoples, families and communities.
- Experience working with people from culturally and linguistically diverse (CALD) backgrounds.
- Experience in Intake and Assessment



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- Experience in Risk Assessment
- Understanding of suicide interventions
- Basic counselling skills
- Ability to interpret legislation, policies and procedures within a practical context
- High level of analytical and problem-solving skills
- Commitment to ongoing learning
- Ability to respond to challenging situations in a flexible manner
- Knowledge of the Family Law Act



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Competencies



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Competency	Behavioural Indicators
Shapes strategic thinking	<ul style="list-style-type: none">• Align own work activities to ac.care strategic goals• Demonstrate responsibility for achieving results and agreed targets
Achieves results	<ul style="list-style-type: none">• Be productive, prioritise work through effective planning, monitoring and time management• Identify causes for lack of success, which may or may not involve yourself, and take action to ensure future success• Participate in team decision making and achievement of outcomes
Drives business excellence	<ul style="list-style-type: none">• Listen, ask questions, make suggestions and raise challenging issues and seek alternative ways of working• Support new system improvement initiatives and technologies
Leading self and others	<ul style="list-style-type: none">• Exercise situational leadership through sharing ideas and actions that drive improvements• Share skills, knowledge and encourage others to learn• Consider how your actions and interpersonal style and words may impact others
Builds relationships and engages others	<ul style="list-style-type: none">• Collaborate with others to achieve shared outcomes, shared ideas, approaches or insights• Listen, be open to the inputs of stakeholders, individual viewpoints, opinions, experiences, values and beliefs

