

Position Description

Team Member



Job Title: Family and Relationships Practitioner	Program: Family Relationship Centre and Parenting Orders Program/Post-Separation Cooperative Parenting
Award: Social Community Home Care and Disability Services Award	Classification Level: 4
Reports to: Regional Program Manager Family Relationship Centre	Direct Reports: Nil
Leader Signature: _____	Date: _____
Incumbent Signature: _____	Date: _____

About our Organisation

Together, as one team we care to ensure all country people have a safe home, enough money to live on and strong positive relationships.

Everything we do is underpinned by our core values (CARE - Compassion, Adaptability, Relationships, Excellence).

About the Job

The Family Relationship Centre provides Family Dispute Resolution (mediation) services under the Family Law Act.

The Family and Relationships Practitioner conduct assessments of families who wish to access the Family Dispute Resolution Service for children’s matters and/or property and financial matters, facilitates mediation sessions, supports parents in developing parenting plans focusing on the care and well-being of children, assists parties to establish financial agreements, and empowers parties to resolve their own issues after separation.

The Family and Relationships Practitioner is also responsible for planning and delivering evidence-based programs with an early intervention focus to support the safety and wellbeing of families and may provide individual case management. Programs include educational workshops for adults, children and young people experiencing family separation issues and/or relationship challenges.

The role supports parents with post separation parenting strategies, co-parenting and coping skills to manage their family separation with a culturally safe, child focussed approach.



Key Responsibilities

Work Health Safety and Wellbeing (WHS&W)

- Comply with all WHS&W policies, and procedures.
- Actively seek to identify and report workplace hazards and cooperate in the application of appropriate controls.
- Report any workplace incidents in a timely manner.
- Actively contribute to a psychologically safe work environment.
- Maintain personal wellbeing by effectively managing workload and stress levels.

Strategy

- Assist the manager with developing, planning, and the co-ordination of a range of service delivery activities.
- Adhere to Mandated Notification and other Legislative requirements, especially those relating to Family Law.
- Manage risk in accordance with ac.care policies and procedures and Legislative requirements.
- Provide comprehensive assessment for the suitability of service, including issues such as Family Violence and Child Abuse.
- Provide a high-quality service and contribute to quality outcomes by providing advocacy and referral services to families and/or clients to assist them to identify issues and options to support their rights and empowerment.
- Develop safety plans with clients when applicable.
- Provide professional relationship education to individuals, couples, families and groups, based on a facilitative model within a child-inclusive framework.
- Contribute to the provision of a high-quality service by applying best practice child focussed practices, to ensure the focus is on the child's needs at all times.

Leadership

- Work collaboratively, developing respectful and compassionate relationships with internal and external stakeholders to deliver high quality outcomes
- Ensure all forms of communication occur in a manner which is timely, clear, helpful, culturally sensitive and accurate, and demonstrates confidentiality where appropriate.
- Responsible for managing time, setting priorities, planning and organisation of own work.

Culture

- Apply the highest level of ethical practice, including accountability and confidentiality.
- Facilitate culturally appropriate and inclusive service to all clients.
- Work effectively on an interpersonal level with community members, staff and system wide agencies and organisations, developing and fostering productive relationships.



Continual Improvement

- Maintain accurate and appropriate documentation in accordance with program and funding body requirements e.g. ensuring information is recorded, stored, secured and accessed in accordance with the IT policy and organisational standards.
- Promote quality outcomes in service delivery by being accountable to clients, senior management and ac.care through constructive responses to feedback.

Capability Development

- Ensure the quality of service delivery through active participation in supervision and training, to ensure services provided are ethical, of a high standard and fulfil the requirements of Service Agreements.
- Participate in professional development opportunities to maintain and develop skills and knowledge.
- Contribute to an environment of continuous learning and improvement through coaching and mentoring other staff as required

Other

- Perform other duties allocated appropriate to position and organisational needs, and to undertake any relevant task as directed by the CEO as part of the employer/employee relationship within the scope of the role.

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 (DHS), Attorney General’s Department, Department of Health, Department of Child Protection (DCP) and other Government departments as required

Who	Why
Internal	
<i>Regional Program Manager FDR and PAS</i>	<ul style="list-style-type: none">• Direct line management for day to day guidance, instruction, and support in delivering services• To escalate issues, risks, or complex client matters in accordance with policies and procedures• To provide updates on client activity, outcomes, and service delivery issues as required



<p><i>Manager Family Relationship Centre</i> <i>Senior Manager Family Services</i> <i>Executive Manager Community Services</i></p>	<ul style="list-style-type: none"> • To support program outcomes, compliance, and quality service delivery • To contribute information as required for reporting and continuous improvement • Work collaboratively with and provide feedback on areas and issues that affect families
<p><i>Team members</i></p>	<ul style="list-style-type: none"> • Work closely with colleagues to deliver consistent and client-centred dispute resolution and education services • To share knowledge, resources, and learnings to support team and client outcomes
<p>External</p>	
<p><i>Various government and non-government community service organisations</i></p>	<ul style="list-style-type: none"> • Develop and maintain positive relationships with other non-government organisations and local community service providers • Collaboration in delivering services
<p><i>Separating and separated individuals or families, individuals or groups aiming to increase parenting skills</i></p>	<ul style="list-style-type: none"> • To provide Family Dispute Resolution services under the Family Law Act • To deliver evidence based programs to support safety and wellbeing of families • Address/respond to queries or redirect/refer to relevant party for review and resolution
<p><i>Various Government departments, e.g., Department for Child Protection, SAPOL, Attorney General's Department</i></p>	<ul style="list-style-type: none"> • Collaboration and reporting to support client safety and wellbeing

Special Conditions

- Hold a current SA drivers licence 'Class C' or interstate equivalent
- Working with Children Check (WWCC)
- National Police Check (NPC)
- Out of hours work will be required from time to time
- Intra and interstate travel may be required.



Key Selection Criteria

Essential

- Accredited Family Dispute Resolution Practitioner through the Federal Attorney General's Department.
- Ability to utilise Family Dispute Resolution best practices utilising child focussed practice and child inclusive models.
- Demonstrated skills and experience in case management, case noting, assessments and referral processes.
- Demonstrated experience in establishing rapport and maintaining positive relationships working with families and parents providing community services.
- Demonstrated experience in liaising and negotiating with clients and service providers, using conflict resolution, mediation and advocacy skills, including analytical and problem-solving.
- Demonstrated understanding of confidentiality and privacy, including the principles of sharing information about children and families.
- Demonstrated knowledge of the impact of separation on children and families.
- Demonstrated experience in effective communication both oral and written with a broad range of people from a variety of backgrounds.
- Demonstrated ability to manage time effectively, set priorities, plan and organise workload, and achieve client and program/service specified outcomes.
- Experience working within a cross functional environment (multiple service delivery programs at one site) to achieve client focused outcomes, and organisational strategic objectives.
- Ability to identify and manage own emotional responses to staff and families being supported.
- Advanced skills in Microsoft Office e.g. Word, Excel, PowerPoint, Outlook and data entry.
- Demonstrated experience in identifying, reporting and implementing Work Health and Safety procedures and initiatives for personal safety and the safety of others.

Highly Regarded

- Qualifications in social work, psychology, law or a related discipline; or minimum 4 years' experience in dispute resolution or family law.
- Demonstrated ability and knowledge to interpret legislation, policies and procedures within a practical context e.g. Family Law Act
- Experience in providing Family Dispute Resolution for both children's matters and property and financial matters.
- Demonstrated use of self-reflective practices that build understanding of how personal experiences shape values, beliefs and responses to children, families and staff being supported.
- Experience working with people from culturally and linguistically diverse (CALD), and Aboriginal and Torres Strait Islander backgrounds.
- Sound knowledge of child development and the impact of trauma.
- Working knowledge of community services, resources and referral pathways available to assist clients throughout the Limestone Coast Region of South Australia.
- Demonstrated commitment to ongoing professional learning and development.

