



Family Relationship Services

FAMILY DISPUTE RESOLUTION (FDR) INTAKE PRACTITIONER

POSITION	DESCRIPTION
Service:	Family Relationship Services
Program:	Regional Family Dispute Resolution (RFDR) & Family Relationship Centre [FRC]
Position Title:	Family Dispute Resolution Intake Practitioner
Probation:	6 months from commencement
Position Base:	Based at the FRS Office, 282 Beechworth Rd, Wodonga but will be required to work at Albury FRS office, 681 Young St Albury, regularly. Work at other sites/regions may be required from time to time, temporarily or permanently by negotiation.
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social & Community Services Worker
Level:	Level 4
Hours of Work:	Part Time – 30 hours per week. Contracted hours are according to Employment Conditions form that may change as agreed from time to time.
Tenure:	1 x 12 month position and 1 x ongoing, both subject to available funding appropriate to supporting the position
Travel:	Regional travel may be required from time to time using an Agency vehicle.

1. POSITION CONTEXT & SUMMARY OF POSITION

Consistent with its mission, Strengthening Families to Build Vibrant Communities, UMFC is an independent, community managed agency dedicated to the provision of a range of supportive services designed to strengthen individuals and families. UMFC has a number of family law related programs funded by the Australian Attorney-General’s Department and administered through the Family Support Program (FSP) of the Department of Social Services (DSS).

These are the:

Children's Contact Service	Regional Family Dispute Resolution
Family Relationship Centre	Parenting Orders Program
Financial Counselling	

In October of 2014 a restructure was undertaken and all of the above programs have been brought together as Family Relationship Services (FRS).

The Family Dispute Resolution Intake Practitioner works alongside the Family Dispute Resolution Practitioners (FDRPs) in relation to:

- Providing information and referral to individuals/groups about family separation issues
- Conducting intakes and assessment, for parents and families who require Family Dispute Resolution
- Facilitating referrals both internal and external agencies
- Delivering group information sessions to clients

2. COMMUNICATION WITH OTHERS

Position supervised by:	FRC Team Leader
Supervises directly:	Nil staff
Communicates internally primarily with:	POP, FRC, CCS teams and other UMFC staff
Communicates externally primarily with:	Solicitors, Courts, Community Agencies, other FRSP services and relevant external networks.

3. KEY RESPONSIBILITY AREAS (KRAS)

Consistent with the UMFC values of Participation, Respect, Excellence, Justice and Honesty, this position provides high quality, efficient services through the following Key Responsibility Areas:

KRA 3.1 To provide intake, assessment, information/advice, referral and duty to individuals, couples and families seeking family dispute resolution services, under the Family Law Act (1975).
KRA 3.2 In addition to the above, to deliver a range of other service activities to FRS clients including but not limited to the delivery of group information sessions and co-facilitating adult and child group work.
KRA 3.3 To comply with all Agency, Department and legislative administrative requirements associated with the role e.g client case notes and other client documentation, Department of Social Services reporting and data entry requirements.
KRA 3.4 Contribute to fostering a collaborative working relationship between all FRS programs to ensure high quality, consistent and seamless service provision to families.
KRA 3.5 Support a culture that promotes child safety with particular attention to Aboriginal and CALD cultural safety and children with a disability.
KRA 3.6 Contribute to the creation and maintenance of a culture that reflects the Agency values of participation, respect, excellence, justice and honesty.

<p>KRA 3.7 Actively participate as a team member in relevant meetings, professional development processes such as supervision, training and quality improvement processes in line with program and UMFC guidelines and requirements.</p>
<p>KRA 3.8 Actively undertake all OHS requirements appropriate to the position & consistent with legal obligation and UMFC culture, policy and procedure.</p>
<p>KRA 3.9 Other duties/delegations as directed, by the Team Leader, relevant to the main focus of the position</p>

4. PHYSICAL REQUIREMENTS OF THE POSITION

(Key of estimated daily requirements: Not Required=0%, Marginal=1-5%, Occasional=6-20%; Regular=21-50%, Frequent=51-70%, Continuous=> 70%)

- Sitting – Frequent
- Computer based tasks – Frequent
- Driving – Occasional
- Lifting – Marginal

5. KEY SELECTION CRITERIA

- 5.1 Tertiary qualification in Social Work, Psychology, Social Sciences, Community Welfare Practice or equivalent.
- 5.2 A willingness to undertake additional study (with some Agency Support) to become a registered Family Dispute Resolution Practitioner under the Family Law Act 1975 (Cwth).
- 5.3 Well developed client and casework skills including:-
 - Understanding of casework issues as related to parents and children, in a separation context that ensures the best interest of children are paramount;
 - Knowledge of the relevant policies, legislation, practices and service system relevant to children, parents and families experiencing separation;
 - Understanding and experience in screening and responding to family violence, mental health and substance misuse issues;
- 5.4 Well-develop verbal, written communication skills and computer literacy.
- 5.5 Good knowledge of and proven ability to liaise, consult and refer to other appropriate community and government services such as counselling, family violence, mental health, substance misuse, legal and other relevant services.
- 5.6 Emotional Intelligence – a demonstrated ability to understand and manage oneself and the impact of actions on others, to appreciate difference and to build confident professional relationships with team members to enable effective performance management processes.

5.7 Personal Attributes including:

- Ability to confidently (and concisely) communicate with members at any level of an organization;
- Ability to liaise effectively with public on sensitive relationship issues;
- Ability to work independently and as part of a team;
- Commonsense and a willingness to be flexible;
- Good sense of humour; (not obligatory but definitely an advantage)

6. ADDITIONAL ESSENTIAL REQUIREMENTS OF THE POSITION FOR SUCCESSFUL APPLICANTS

- 6.1 A satisfactory Victorian & NSW Working with Children Check
- 6.2 A satisfactory Police Check
- 6.3 Current driver's license.

7. WORK CHALLENGES/PRESSURES

- Time constraints and work commitments;
- Working with families expectations and meeting their needs
- Dealing with people with a variety of abilities and needs
- Dealing with distressed clients
- Handling numerous calls and cases at once
- Adhering to timeframes as per workplans and case management procedures.
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8. SUPERVISION

At UMFC, supervision is considered to be an integral part of service delivery and workforce management. The development and maintenance of skilled and supported workers depends in large part on the support and structured reflection provided by the supervision framework.

Supervision has a number of benefits for workers, clients, and the organisation, including:

- Protection and a commitment to quality service provision for clients through case review
- A forum of accountability for those to whom the worker is accountable (clients, organisation, profession)
- A reflective space for workers to identify their strengths and weaknesses and any personal issues that may impact on their professional practice
- An opportunity for workers to build their skills and identify areas for future development in a supportive environment.

Supervision is a requirement for all workers at UMFC and must, at a minimum, be provided:

- on an individual basis
- for 2 hours per month (pro rata).

9. CONTRACT OF EMPLOYMENT

All persons employed by the agency are employed under contract. Each contract will provide specific information relating to policies and procedures, including the code of conduct, confidentiality and privacy procedure and pre-existing medical conditions which are required to be signed by persons commencing employment at UMFC.

10. DECLARATION OF CURRENT AND ONGOING CAPACITY

1. I have read and understood this Position Description and in signing this document agree that I am capable of fulfilling all of the requirements of the position described both in writing in this document, along with any verbal explanations in terms of:
 - a) The knowledge, skills and attitudes required, and
 - b) My physical and psychological capacity to undertake the work.

2. Additionally I agree to notify the Agency immediately of **ANY CHANGE** in my capacity to meet the requirements as outlined in this position description including any changes in the status of my driver's license, and/or my ability to meet legislative requirements such as the WWC check and police check.

Signed: _____

Attachments: *Organisational Chart*
Agency Brochure
Program Brochure
Benefits of Employment

Witnessed: _____

Date: _____