



Family Relationship Services

Family Counsellor

POSITION

DESCRIPTION

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| Service: | Family Relationship Services |
| Program: | Parenting Orders Program / Children's Contact Service |
| Position Title: | Family Counsellor |
| Probation Period: | 6 months from commencement |
| Position Base: | Based at the Albury FRS office, 681 Young St Albury. Work at other sites/regions may be required from time to time, temporarily. |
| Award: | Social, Community, Home Care and Disability Services Industry Award 2010 |
| Classification: | Social and Community Services Employee |
| Level: | Level 5 – from \$44.92 up to \$46.95 (based on qualifications & experience) |
| Hours of Work: | Full-Time (38 hrs p.w.) Part-Time by negotiation. Hours worked will be according to Employment Conditions form that may change as agreed from time to time. |
| Tenure: | Ongoing |
| Travel: | Regional travel may be required from time to time using an Agency vehicle. |

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 Family Relationship Services consists of a range of family law services. The family law services, Family Relationship Centre, Children's Contact Centre, Parenting Orders Program, and Regional Family Dispute Resolution assist parents who are separated or separating to reduce conflict and improve family functioning in the best interests of children, by providing safe alternatives to the formal legal processes. These programs are funded by the Australian Attorney-General's Department and administered through the Family Support Program (FSP) of the Department of Social Services (DSS).

The main objectives of the Family Counsellor role are:

- To provide intake, assessment, referral, advice and support for clients seeking assistance from UMFC Family Relationship Services

- To provide high quality case management services to families experiencing separation, utilising interventions including: family counselling, parent and child group work and child inclusive processes to achieve workable parenting arrangements in line with all regulatory and agency guidelines and policies
- To provide information and educational activities to raise awareness of the impact of separation on children, parents and other family members
- Fostering a collaborative working relationship with other Family Relationship Services programs and external agencies, which create a culture that promotes child safety and the promotion of the child's best interest.

2. COMMUNICATION WITH OTHERS

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| Position supervised by: | FRS Team Leader Albury |
| Supervises directly: | Nil staff; Students from time to time |
| Communicates internally primarily with: | Staff from the POP, CCS, RFDR and FRC team; Hume Riverina Community Legal Service and other relevant staff within UMFC. |
| Communicates externally primarily with: | Relevant personnel in government departments associated with the delivery of relationship services. Community groups dealing with family and relationship services, solicitors, courts and FRS services. |

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:

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| <p>KRA 3.1</p> <p>To provide a suite of services to clients experiencing family separation including: intake, assessment, information/advice, referral, education and skills training, child-focussed groups, counselling and research/evaluation compliant with the <i>Family Law Act</i> (FLA) 1975 and DSS Grant Agreements and Program Guidelines.</p> |
| <p>KRA 3.2</p> <p>To help separated families who are in high conflict to adjust to family separation and to work out post separation parenting arrangements in a manner which encourages consideration of the child's best interests and ensures safety of all family members.</p> |
| <p>KRA 3.3</p> <p>To comply with all Agency, funding body and legislative administrative requirements associated with the role, e.g. client case notes, DSS reporting and data entry requirements.</p> |

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| 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. Liaise consult and refer to relevant services in community. |
| KRA 3.5 |
| Proactively promote and support a culture of child safety and relevant cultural connection for all children including Aboriginal and Torres Strait Islander children, children with disability, children who may be gender diverse or children who may be culturally and linguistically diverse. (CALD) |
| KRA 3.6 |
| Contribute to the creation and maintenance of a culture that reflects the Agency values of participation, respect, excellence, justice and honesty. |
| KRA 3.7 |
| Actively participate as a team member in relevant meeting s, professional development processes such as supervision, training and quality improvement processes in line with program and UMFC guidelines and requirements. |
| KRA 3.8 |
| Actively undertake all OHS requirements appropriate to the position & consistent with legal obligation and UMFC culture, policy and procedure. |
| KRA 3.9 |
| Other duties/delegations as directed, relevant to the main focus of the position. |

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%)

- 3.1 Sitting – Frequent
- 3.2 Computer based tasks – Regular
- 3.3 Driving – Occasional
- 3.4 Lifting - Occasional
- 3.5 Twisting/carrying – Marginal

5. KEY SELECTION CRITERIA

- 5.1 Tertiary qualifications in Social Work, Psychology, Social Sciences, Counselling or equivalent.
- 5.2 Knowledge and skills:
 - Demonstrated knowledge and experience in the application of relevant, evidence based theories and techniques
 - Demonstrated knowledge and experience in screening, assessing and responding to family violence, child abuse, mental health and substance misuse issues
- 5.3 Specialist Expertise:
 - Familiarity with the *Family Law Act 1975*, the child and family service system and the legal system relevant to separating families
 - Demonstrated understanding of the impact of high/ongoing conflict on parents and children experiencing family separation

- Application of the principle of “the best interests of the child” to client work

- 5.4 Well-developed verbal and written communication skills; computer literacy and presentation skills
- 5.5 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.
- 5.6 Personal Attributes including:
- Organisational, time management and planning skills
 - Resilience – perseveres to achieve goals, copes with setbacks, remains calm and in control under pressure, seeks support when needed
 - Ability to work independently and as part of a team
 - Flexibility and common sense

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

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) which may be in a single block or may be in smaller units.

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. This may include, but is not limited to: -
 - any changes in the status of my driver's license
 - my ability to meet any required professional registration
 - any compliance requirements such as the DWES, WWC check and police check.

Signed: _____

Date: _____