

Position Description

Title:	Family Advisor
Position Number:	20323
Agreement Coverage:	RASA Enterprise Agreement 2014
Classification Level:	Grade 3
Team:	FRC North
Reports To:	Team Leader Post Separation Services North
Primary Location:	Salisbury

Primary Objective

The Family Advisor will respond to the needs of individuals and families who attend or telephone the Family Relationship Centre and Relationships Australia SA. The Family Advisor will assist clients to identify issues and give them options for addressing those issues, as well as, provide clients with information and parenting advice and case manage their issues where appropriate.

Position Responsibilities

- Provide telephone and face to face case management and support to clients seeking assistance from RASA's Northern Office.
- Be responsible for undertaking a comprehensive screening and risk assessment of issues such as family and domestic violence and child safe concerns in conjunction with the Team Leaders of Counselling and Post Separation Services as required.
- Provide advocacy and referral assistance to clients where appropriate.
- Assist in the delivery of educational and/or developmental programs for clients.
- Contribute to providing a culturally responsive family service.
- Request support where practices and direction are not clearly defined.
- Responsibility for a range of functions within the Family Dispute Resolution service.
- Undertake a range of program activities to ensure optimal service delivery.

Qualifications and Experience

Essential

- Bachelor in Social Work, Psychology, Counselling, or Social Services (AQF Level 7) or relevant a Diploma qualification (AQF Level 5) with demonstrated relevant experience.

Desirable

- Experience in assessment, advocacy, referral, case management and crisis work in a counselling or mediation environment in the community services industry.

Skills, Knowledge and Abilities

- Up to date knowledge of other family relationship services provided by a range of organisations in order to make referrals to these services.
- Knowledge and skills in case management and responding to complex needs and clients in crisis.
- Ability to understand and explain RASA's work practice and policies to clients in an appropriate manner.
- Work under general direction from senior employees and undertake a range of functions requiring the application of a high level of knowledge and skills to achieve results in line with the Family Relationship Centre's goals.
- Excellent communication and interpersonal skills to gain the co-operation of clients and staff.
- Understanding of all areas of technology to enable the provision of advice and assistance when non-standard procedures/processes are required.
- Intermediate skills in Microsoft Word.
- Skills and experience using a Client Information System.

Requirements

- Current valid driver's licence.
- Own vehicle for use during working hours.
- A satisfactory DCSI check for working with children.
- A satisfactory National Criminal History Check.
- Flexibility to work evening shift, extra hours/days to cover leave and other contingencies.
- Ability to adapt and perform duties as required by changing program needs.

Work Health and Safety

- Demonstrate safe work practices for personal health and safety and the health and safety of others in line with Work, Health and Safety requirements.
- Comply with any reasonable instruction that is given by RASA and co-operate with any reasonable policy or procedure of RASA relating to health or safety in the workplace.

Direct reports

N/A

Values and Behaviours

The values and behaviours expected of RASA staff are outlined in the RASA Values, Ethics and Principles statement and the RASA Shared Behaviours statement. The duties outlined in this position description are to be read in conjunction with these statements along with the values outlined below.

Diversity We believe that human diversity contributes to a rich and vibrant society.
We recognise the importance of culture in the lives of individuals and value cultural diversity.
We believe in each person's expression of their spirituality and the importance of all religions.
We respect the diversity of relationships between and in individuals, families and communities.

- Respect** We believe in the unique and innate worth of all individuals.
We value the right of all people to live in safety and be treated with respect.
We support an equitable, just and non-discriminatory society.
We believe in the importance of living in harmony with our environment.
- Belonging** We recognise the importance of a sense of connection and belonging in people's lives.
We value the importance of caring and loving relationships for couples, families, kin and friends.
We believe in the importance of positive and supportive relationships with the local community, between communities and in workplaces.
- Learning** We believe that people should have the opportunity to learn and change throughout their lives.
We value people's right to make choices and learn from their experiences.
We believe in the importance of working and living together and learning from each other.

Acknowledgement

I have read, understood and accept the position as documented in this position description.

Employee Name:

Signature:

Date:
