

## Position Description

<b>Job Title:</b>	<b>Family Advisor (FRC)</b>		
<b>Job Purpose</b>	The Family Advisor supports customers requiring services from the Family Relationship Centre as the first clinical point of contact for them. They provide advice, support and guidance on the appropriate pathway based on each customers needs		
<b>Department:</b>	Customer Services		
<b>Position Type</b>	Permanent / Contract	<b>Date of Issue:</b>	February 2019
<b>Location</b>	Family Relationship Centres		

<b>1. Working Relationships</b>	
Direct Reports	Nil
Liaises with	Internally: all employees  Externally: other Family Relationship Centres, or similar services; other referral sources and external related bodies such as FACS
Supervisor	
Manager/ Team Leader	

<b>2. Core Responsibilities</b>	<b>Tasks</b>	<b>Weighting %</b>
<b>2.1 Client Focus</b> We ensure that our customers will receive judgement-free and tailored services that are evidence-informed, responsive, effective, and outcomes focused	<ul style="list-style-type: none"> <li>• Provide information about the service and/or centre, including access, eligibility criteria, services offered, requirements and procedures. Clients for services may be self-referred, referred by courts, or by other services.</li> <li>• Provide professional intake via telephone and, where required, face to face, to assess fit for service and to ensure that the client is offered the appropriate pathway.</li> <li>• Initial screening via telephone to ensure immediate safety and support needs are identified and addressed.</li> <li>• Assessment of the needs of the clients and their families, including screening for suitability for the service, and to ensure safety for clients and staff.</li> </ul>	80%

2. Core Responsibilities	Tasks	Weighting %
	<ul style="list-style-type: none"> <li>• Where clients have an extended face to face consultation, utilise prescribed screening tools to ensure risk is identified and addressed including developing safety plans with clients.</li> <li>• Providing information to clients and making referrals to and from RANSW services and other related community services.</li> <li>• Assist clients to identify their support needs and the relevance for them of the centre's program and/or services.</li> <li>• Coordination of service for cases where clients are accessing or using RANSW services, and liaising with other staff and service providers as needed.</li> <li>• Make appropriate referrals, and assist clients to understand how these may help them. Coordinate referral to relevant programs, services, and/or centres on behalf of clients in person, by letter, phone, or on-line enquiries.</li> <li>• Record and maintain client information on Penelope in accordance with agreed standards and timeframes.</li> <li>• Network with other agencies and service providers to ensure that clients are provided with up-to-date and comprehensive range of options and referrals.</li> <li>• Participate in other service provision within the service and/or centre as required, including the facilitation of educational groups and seminars.</li> <li>• Maintain a professional standard of service, behaviour, and the confidentiality of all information pertaining to clients and their families in accordance with the requirements of the Children and Young Persons (Care and Protection) Act, Family Law Act, Privacy Act, and RANSWs Code of Conduct.</li> </ul>	
1.1 People We are skilled, engaged, innovative, and client focused in delivering high quality services	<ul style="list-style-type: none"> <li>• Contribute to the overall functioning of the team as well as to the improvement of the quality of services provided to clients.</li> </ul>	10%
1.2 Sustainability We ensure our organisation's long term sustainability	<ul style="list-style-type: none"> <li>• Ensuring compliance with Workplace Health and Safety requirements in line with RANSW's Workplace Health and</li> </ul>	10%

2. Core Responsibilities	Tasks	Weighting %
	Safety policy and other policies and procedures.	

### 3. Organisational Competencies

Competency	Descriptor
Building relationships	Pro-actively develops and maintains internal and external relationships to facilitate the achievement of work goals. Collaborates and establishes connection and affinity with others; achieves harmony with others easily and quickly: demonstrates interpersonal sensitivity
Communication	Uses appropriate, effective ways to communicate to different audiences in diverse situations. This includes but is not limited to using a respectful tone and manner; listening actively; writing clearly and accurately in a variety of contexts and formats; listening and asking questions to understand other people's viewpoints; communicating issues in a timely manner; awareness of and responsiveness to verbal and non-verbal communication styles; recognising and adapting to cultural differences in communication.
Continuous Learning	Acquires and applies new knowledge and skills in all experiences. Set and pursue personal and educational goals; identify and access learning sources and opportunities; show a willingness to continuously learn and grow; learn from your mistakes and successes; seek and accept constructive feedback from others; stay current with techniques and technologies in your field
Customer focus	Able to create a customer centric perspective and delivery culture that achieves excellent customer experience and high levels of customer retention and referral business
Diversity and Inclusion	Cultural Competence - Understands multiple cultural frameworks, values, and norms; demonstrates a flexible style with dimensions of culture; understands the dynamics of cross-cultural and inclusion-related conflicts, tensions, misunderstandings, or opportunities. Subject Matter Expertise - knows and applies best practices in diversity and inclusion practices, strategies, systems, policies; understands subtle and complex diversity and inclusion issues as they relate specifically to marginalised groups including but not limited to Aboriginal and Torres Strait Islander peoples, women, people with disabilities, older people, and racial, ethnic or religious minorities; is a role model for inclusive and culturally competent behaviour
Emotional Intelligence	Demonstrates self-awareness and understands own emotions, acknowledge own strengths and weaknesses, and works on these areas to improve performance; Self-Regulation – able to control emotions and impulses; is thoughtful, comfortable with change, operates with integrity; Motivation – motivated; willing to defer immediate results for long-term success; highly productive; accept challenges; Empathy – able to identify with and understand the wants, needs, and viewpoints others; excellent at managing relationships, listening, and relating to others; Social Skills –team player; focuses on helping others develop and shine; can manage conflict / disputes; excellent communicator; builds and maintains relationships.
Self-Management	Shows an understanding of self and are conscious of the implications of your interactions with others. You act with honesty, integrity and personal ethics; recognise your personal efforts and the efforts of others;; acknowledge diverse opinions and

	accept differences; have effective self-care strategies and manage your personal health and emotional well-being; take responsibility and demonstrate resiliency and accountability for yourself; plan and manage your personal time, finances and other resources; assess, weigh and manage risk in the face of uncertainty; recognise your strengths and areas for improvement; adapt to new environments and cultures; seek to understand and adapt to change
Teamwork	Works cooperatively and collaboratively with others to accomplish team / organisational goals and reinforce the vision; respects the needs and contributions of others for quality service delivery and appreciates the operational pressures on others; works within the dynamics of a group; accepts and provides feedback in a constructive and considerate way; shares information and encourages others to do the same; supports and motivates the group to perform at its best; recognise the role of conflict when appropriate; build professional relationships; show accountability to the team and follow through on your commitments; work effectively with different personalities across a variety of social and professional situations; consider diverse, intercultural perspectives and working styles

#### Role Competencies

Services and referral	Knowledge and understanding of community services, especially those relating to families
Negotiation and/or basic counselling skills	Ability to act with empathy and understanding in order to engage clients and to make sound decisions about the extent and timeliness of the required client support and make appropriate referrals
Crisis management	Ability to think and act appropriately in a crisis and to manage self and others in situations where emotions and conflict are apparent.
Networking	Coordinating and community networking skills
Professional practice and development	Demonstrates maturity and professionalism. Ability to engage in reflective practice through clinical supervision and a commitment to continual personal professional development
Interpersonal and communication skills	Demonstrated initiative and adaptability to changing situations. Ability to work efficiently and effectively. High level of oral and written communication skills
Teamwork	Ability to work as part of a team as well as independently. Collaboration and cooperation in working toward shared organisational goals for service delivery and contribute to a positive team culture.

## 4 Prerequisites

### 4.1 Mandatory

Qualifications	<ul style="list-style-type: none"> <li>A degree or diploma in social work, counselling, psychology, welfare, or health related services.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Experience in the human services environment, working directly with clients (families and children) who may be experiencing significant crises, domestic violence, or separation.</li> <li>Demonstrable skills in client assessment, engagement, and awareness of issues relating to client safety, confidentiality, and the requirements of relevant legislation (Care and Protection of Children Act, Family Law Act, and Privacy Act).</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>Understanding of domestic violence and child protection</li> <li>Knowledge of relevant legislation - Awareness of legislation relevant to the position such as the Care and Protection of Children Act, Family Law Act, and Privacy Act</li> <li>Understanding of families and children - A broad understanding of children's development, the needs and issues faced by children, and their families, who face crises, domestic violence, child protection matters, family separation and/or other family disruptions, as well as ways to assist clients to address these issues</li> </ul>
Technical	<ul style="list-style-type: none"> <li>Proficiency in the use of IT for data entry, record keeping, and communication.</li> <li>Skills in the use of information technology, including Microsoft Office applications as well as databases for communication and social collaboration, referral, and data collection.</li> </ul>
Team work	<ul style="list-style-type: none"> <li>Experience and ability to work as a collegial member of a team, sharing information proactively</li> </ul>
Other	<ul style="list-style-type: none"> <li>Excellent written/verbal skills (a basic level of counselling skills will be well regarded).</li> </ul>

### 4.2 Desirable

Qualifications	
Experience	<ul style="list-style-type: none"> <li>Group work training and experience (Family Relationship Centres).</li> <li>Previous work experience or knowledge of working in a community based or not-for-profit organisation</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>Knowledge of Family Law</li> </ul>
Technical	
Team work	
Other	<ul style="list-style-type: none"> <li>Experience working in a matrix structure in a complex organization</li> </ul>

## 5.0 Authority

Expenditure	
Brokerage	Nil