



Position Description

Position Title:	Team Leader – Family Relationship Centre (FRC)
Hours per week:	35 hours per week – 0.8EFT may be available
Salary:	In accordance with the Community Connections (Vic) Ltd 2005 Enterprise Bargaining Agreement.
Tenure:	Ongoing
Probation:	3 Months
Reports to:	Executive Manager Family Relationship Services Programs
Location:	Warrnambool
Date prepared:	September 2008
Qualifications:	<p><u>Minimum</u> – A Degree in Social Work, Psychology, Law, Social Science or an equivalent qualification (which allows registration as an accredited Family Dispute Resolution Practitioner), with experience in the management of Human Services and an understanding of, and familiarity with, the broad range of issues involved with family relationship difficulties, separation and divorce.</p> <p><u>Preferred</u> – A Degree in Social Work, Psychology or an equivalent qualification and current registration as a Family Dispute Resolution Practitioner, together with extensive experience in the management of Human Services including program development and evaluation, and a comprehensive understanding of the Family Law Act, Family Relationship Service Program standards and service delivery, and child focussed practice.</p>

POSITION SUMMARY

The position will be responsible for managing the day to day activities of the Warrnambool Family Relationship Centre.

The Warrnambool Family Relationship Centre (FRC) is one of 65 FRCs throughout Australia, and commenced service delivery on 1st July 2008. The service provides quality information, referrals and services for families who have relationship and separation issues, in a welcoming environment. A major focus is assisting separated families to reach agreement on parenting arrangements without going to court. The role includes liaison with a wide range of services and professionals, particularly those within the Family Law, and Child and Family Services arenas. The FRC Team Leader will be required to perform practice activities including Family Dispute Resolution.

The FRC Team Leader is responsible to the Executive Manager FRSP for the development, management and collaborative activities of the Family Relationship Centre. The position is located in Warrnambool, with the FRC services spanning the geographic area of South West Victoria. This is an evolving position and as such the duties will alter in accordance with Agency requirements over time.

MAJOR RESPONSIBILITIES

Management and Practice Responsibilities.

- Be responsible for the FRC's daily operation and management, recruitment and staff retention.
- Participate in FRC practice activities including client sessions, mediation and co-mediation sessions.
- Promote the activities of the FRC, including the coordination and delivery of information sessions throughout the South West Region.
- Oversee the completion of all required practice documentation for the programs.
- Ensure the provision of a timely, professional service response to clients seeking the services of the FRSP programs, in line with service specifications and program requirements.
- Ensure that families, individuals and children are effectively linked into relevant services to improve outcomes.
- Develop a comprehensive knowledge of community resources particularly those pertaining to the Family Law, and Child and Family Services arenas, and participate in relevant networks.
- Promote the FRSP programs across local, regional, state and national networks and develop and maintain effective working relationships with relevant stake holders.
- Ensure that all contractual and quality obligations are met.
- Ensure compliance with the FRC safety and security requirements.
- Work effectively and collaboratively with other FRSP program Team Leaders.
- Other duties as required.

Supervision Responsibilities

- Provide supervision to the FRC practitioners, and ensure that regular specialised supervision occurs with Relationships Australia (Vic).
- Provide consistent and continuous performance appraisal of all supervised staff.
- Monitor practice standards.
- Participate in regular supervision with the Executive Manager FRSP
- Other duties as required.

General Responsibilities.

- Promote the activities and image of the Agency throughout the Region.
- Liaise with local and regional services, and act as an Agency representative when appropriate.
- Maintain an active awareness of local, regional and statewide issues that impact on the FRC and inform the Executive Management Group, through the Executive Manager FRSP, as appropriate.
- Other duties as required.

AS A MEMBER OF THE COMMUNITY CONNECTIONS (VIC) LTD. FAMILY RELATIONSHIP SERVICES TEAM YOU WILL BE ACCOUNTABLE FOR AND PARTICIPATE IN:

- Opportunities for staff development and training.
- The Agency's ongoing Quality Improvement process.
- Ensuring accurate and timely data input as required by the Funding body, and Agency, on the FRSP Program Database at all times.
- The Agency's middle management structure activities.
- Ensuring compliance with all requirements specified in the FRC funding agreements, including quality improvement, performance data, practice standards, evaluation, reporting requirements and special projects.
- Providing regular feedback to the Executive Manager FRSP on all issues pertaining to staff performance, practice standards and operational issues.
- Providing information directly to the Agency's Executive Management Group or to the Board of Directors when requested.
- Promoting and participating in staff development activities relating to the operation of the FRSP programs and Agency.
- Coordinating students in fieldwork placements as appropriate.

REPORTING RELATIONSHIPS

- This position reports directly to Executive Manager FRSP
- Positions that report to this position are:
 - FRC Practitioners
 - FRC Client Services Officers

PERSON SPECIFICATION

Essential:

- Experience in managing staff in a human services organisation.
- Familiarity with the broad range of issues involved with family relationship difficulties, separation and divorce.
- Qualifications which allow registration as an Accredited Family Dispute Resolution Practitioner under the Family Law Act

Desirable:

- Experience in working in a range of Family Relationship Services Programs.

KEY SELECTION CRITERIA

These must be addressed in a written application.

Competency 1. Demonstrated experience in the delivery of Human Services with skills in the areas of crisis intervention, assessment, mediation, risk assessment and problem solving for individuals and families.

Competency 2. Demonstrated ability in the supervision of staff and leadership of a team.

Competency 3. Demonstrated experience in the practice, management and administration of human services, including the ability to participate in their planning, development and compliance requirements.

Competency 4. Demonstrated ability in dealing with clients/members of the general public on sensitive issues.

Competency 5. Demonstrated understanding of local community networks and service organisations, or the ability to develop this.

Competency 6. Demonstrated knowledge of the current policies, practices and service delivery models and developing policy directions of the Family Relationship Services Programs, combined with the ability to work within current service delivery systems.

Competency 7. Well developed written and oral communication skills and highly effective interpersonal skills, including skills in public presentation, the ability to liaise and negotiate with stakeholders.

Competency 8. Demonstrated analytical and conceptual skills, the ability to interpret and practice policy directions, and a capacity to solve problems.

Competency 9. Demonstrated understanding of the factors impacting on families with relationship and separation issues together with an understanding of child focussed practice.

Competency 10. Demonstrated ability to accept supervision in its various forms as a process for ensuring quality commitments are achieved.

Competency 11. Demonstrated ability to participate in, and contribute to staff development within the Agency setting.

Competency 12. Demonstrated ability to promote the role and services of the Agency, and work within the agency's Framework of Practice and practice standards

ADDITIONAL REQUIREMENTS

A current Drivers' Licence is essential as some travel will be required.

It is desirable for the applicant to have access to a telephone and private vehicle.

The applicant will be required to substantiate formal qualifications.

The applicant will be required to have a current Working with Children's Check.

The appointment is subject to a satisfactory Criminal Records Check.

Under Victorian WorkCover legislation, it is the applicant's duty to advise Community Connections (Vic) Ltd of any pre-existing condition, which could be aggravated by the type of employment they are applying for. Failure to do so seriously jeopardises any entitlement the employee might have for a work-related aggravation of that non-disclosed pre-existing condition.

Because of the nature of the position and the fluctuation in workload, it may be necessary to work outside normal working hours.

The position will require local travel. Intrastate travel will be required primarily for liaison, networking, training and development purposes including over night stays. Interstate travel may be required.

REFERREES

The names and contact details of two referees must be included with a written application; it is preferable that one referee is your current supervisor.