

Job Description FRC FAMILY ADVISOR

Reports to	Team Leader / Manager
Position liaises with	RANSW staff at Family Relationship Centre, or similar services; other referral sources and external related bodies such as FACS
Location	Family Relationship Centres

Position Responsibilities

- Providing professional intake, assessment of the needs of the clients and their families, including screening for eligibility and suitability, and to ensure safety for clients and staff.
- Providing information to clients and making referrals to and from RANSW services and other related community services.
- Management of cases where clients are accessing or using RANSW services, and liaising with other staff and service providers as needed.
- Ensuring compliance with Workplace Health and Safety requirements in line with RANSW's Workplace Health and Safety policy.

Key Tasks

- Provide information about the service and/or centre, including access, eligibility criteria, capacity, requirements and procedures. Clients for services may be referred by courts, or other services, as well as self-referred.
- Assist clients to identify their support needs and the relevance of the centre's program and/or services.
- Screen all clients to ensure the safety of adult and child clients, as well as staff, in line with best safe practice and proscribed screening tools.
- Assess a client's eligibility and suitability for, and the relevance of, specific programs, services and/or centres, make appropriate referrals, and assist clients to understand how these may help them.
- Record and maintain client information on Penelope in accordance with agreed standards and timeframes.
- Coordinate intake, review, exit, or referral to relevant programs, services, and/or centres on behalf of clients in person, by letter, phone, or on-line enquiries.
- Maintain appropriate statistics, administrative records, service evaluation, and written reports.

- Network with other agencies and service providers to ensure that clients are provided with up-to-date and comprehensive range of options and referrals.
- Contribute to the overall functioning of the team as well as to the improvement of the quality of services provided by the service and/or centre.
- Participate in other service provision within the service and/or centre as required, including the facilitation of educational groups and seminars.
- 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 RANSW's Code of Conduct.

Key Competencies for Position

- **Services and Referral** - Knowledge and understanding of community services, especially those relating to families.
- **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.
- **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.
- **Information Technology** - Skills in the use of information technology, including Microsoft Office applications as well as databases for communication and social collaboration, referral, and data collection.
- **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.
- **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.
- **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.
- **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.
- **Group work** - Knowledge and skills applicable for group facilitation (Family Relationship Centres).

Qualifications/Previous Experience

Essential

- A degree or diploma in social work, counselling, psychology, welfare, or health related services.
- Experience in the human services environment, working directly with clients (families and children) who may be experiencing significant crises, domestic violence, or separation.
- 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).
- Proficiency in the use of IT for data entry, record keeping, and communication.
- Excellent written/verbal skills (a basic level of counselling skills will be well regarded).

Desirable

- Understanding of Domestic Violence, Child Protection, and Family Law.
- Group work training and experience (Family Relationship Centres).
- Previous work experience or knowledge of working in a community based or not-for-profit organisation.