

Family and Relationship Practitioner

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| Program | Families and Communities Program |
| Location | Wagga/Albury/Griffith/Mulwala |
| Employment Type | Part Time and Full Time positions available |
| Classification | SCHADS |
| Award | Level 5 |
| Travel Required | As Requested |
| Applications Close | |

About Centacare South West NSW

Our Mission is to actively reach out to and serve vulnerable families and individuals by providing a range of quality targeted services and programs that are flexible and responsive to needs. By building on strengths of individuals, families and communities. And to promote social justice and inclusion.

Organisational Context

The Family and Relationship Practitioner is a part of the Families and Community Program which works closely with the Regional Manager to ensure Centacare’s staff and core business is managed across locations. Centacare South West NSW is proudly a social service agency of the Catholic Church in the Diocese of Wagga Wagga.

We are a member of the wider network of Catholic social service organisation across Australia, known as Catholic Social Services Australia. We are a not for profit, non- government organisation that has been providing professional services to individuals and families since 1991.

We act on behalf of the Diocese to alleviate disadvantage through the provision of services to children, young people, individuals, families and communities in the Diocese.

Position Purpose

This position will provide a range of interventions for children, youth and adults in accordance with relevant funding guidelines and scope of practice. Interventions are required to be child-focused and or child inclusive, and work where possible with all members of the family and extended family. Services are targeted to critical family transition points including formation, extension, and separation. Family members, including children, can receive a range of services, including (but not limited to) counselling, mediation/family dispute resolution, multi-session or one-off therapeutic/psychoeducational group work, seminars, information and referrals. There

will be a strong focus strengthening family relationships, capacity building and empowering vulnerable and disadvantaged families. This role will also include promoting Centacare services, along with networking and collaborating with service providers to benefit the communities within the area.

Position Details

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| Reports To | Regional Manager |
| Direct Reports | None |
| Division | Families and Communities Program |
| Requirements | <input type="checkbox"/> National Police Check <input type="checkbox"/> Working with Children Check <input type="checkbox"/> Possess an unencumbered driver's license |

Relationships

The position liaises with the following stakeholders. This is subject to change.

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| External | <ul style="list-style-type: none"> • Department of Social Services (DSS) • Family and Community Services Health Service Providers • Family Law service providers and other government and non-government community organisations |
| Works closely with | <ul style="list-style-type: none"> • Regional Manager Wagga and Communities • Program Coordinator – Family and Relationship Program • Other Centacare Staff. |

Skills & Responsibilities

These Key Accountabilities align with Centacare SW NSW's strategic and operational goals.

| Skills & Responsibilities | Key Performance Indicators |
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| Client Support | <ul style="list-style-type: none"> • Provide psycho-educational and or therapeutic programs, mediation/ family dispute resolution, and or individual, couple and family counselling as is relevant and within scope of practice. • Ensure the intake, screening and assessment process establishes the needs of each client. |

| Skills & Responsibilities | Key Performance Indicators |
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| <ul style="list-style-type: none"> • Manage a case-work load in consultation with the Manager and or Program Coordinator • Provide phone, online telehealth and face to face support, advocacy, information, and referral • Prepare and maintain appropriate, accurate and confidential records of client work, including case management plans, reports and assessments as appropriate and statistical data as required by Board, CEO, management and Department of Social Services service Agreement. • Provide outreach counselling /psycho education programs and services as requested by Centacare South West NSW. | |
| <h4>Service Quality</h4> | |
| <ul style="list-style-type: none"> • Establish and maintain specific and identified linkages within the local interagency networks with active referrals to and from networks to enhance partnerships and improve access to services. • Develop and contribute to community events that ensure families have increased connections and social networks. • Maintain professional records and ensure clinical and administrative standards are maintained in accordance with the current legislation and Centacare's Clinical Governance Framework. • Use and implementation of evidence base best practice interventions. • Monitor, review and evaluate participant outcomes. • Monitor, review and manage participant waiting lists. | |
| <h4>Health and Safety</h4> | |
| <ul style="list-style-type: none"> • Adhere and contribute to Work, Health and Safety in the workplace | |
| <h4>Quality Assurance</h4> | |
| <ul style="list-style-type: none"> • Contribute to continuous improvement processes and adhere to Quality Assurance policies • Adhere and contribute to Agency policy and procedures. Work to be consistent with the ethos and ethical standards | |

| Skills & Responsibilities | Key Performance Indicators |
|--|----------------------------|
| Human Resources | |
| <ul style="list-style-type: none">• Undertake appropriate supervision on a regular basis and relevant team or peer support activities.• Participate in professional development and Agency activities as negotiated with the Team Leader and Manager.• Undertake any other duties as requested by the Regional and Program Manager and Coordinator | |

Selection Criteria

Mandatory

1. Hold tertiary qualifications in Social Work, Psychology, Counselling, Psychotherapy, Behavioral Sciences or related discipline.

Essential

2. Demonstrated experience in a wide range of counselling theory and practice and experience in counselling children, young people, adults, couples and families.
3. Demonstrated experience delivering evidence based group work and the ability to apply that to a variety of contexts
4. Demonstrated knowledge of the issues leading to family dysfunction, family breakdown, child abuse, domestic violence, homelessness and unemployment.

Desirable

1. Training or qualifications in couple counselling, child inclusive practice and family therapy, mediation/family dispute resolution.

2. Be a Social Worker registered with the Australian Association of Social Workers; a Psychologist registered with the Psychology Board of Australia or a Counsellor holding Clinical Membership of Counsellors' and or the Psychotherapists' Association of NSW or be eligible. If a Family Dispute Resolution Practitioner be registered with the AGD and relevant professional body.

Key Values

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| Respect | We respect the uniqueness, dignity, diversity, cultures and beliefs of all people. |
| Social Justice | We advocate. We show compassion to individuals. We advocate for equity of access, fairness and justice. We seek to give voice to the vulnerable. |
| Empower | We care for the wellbeing of each person. We acknowledge strengths in all people and we seek to empower individuals to take control of their future. |
| Professional | We do the right thing. We accept responsibility for our actions and we support each other. We are ethical, committed, act with integrity and are accountable for our results. |
| Relationships | We embrace the power of relationships. We support positive relationships for our clients. We are committed to developing creative and collaborative connections for and within our community. |
| Team | We are a team. We build a positive team spirit. We watch out for each other. We support each other and we celebrate success. As a team we make a difference. |
| Excellence | We are a center of excellence. We are innovative and adaptable. We have high standards and ensure best practice approached to our service. |

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| Reviewer | | VERSION: | |
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