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| Location/s | Selected Venues |
| Reporting to | Team Leader |
| Direct Reports | Nil |
| Level | Band 3 |
| Date Updated | June 2021 |

About the Role

To provide education and support to individuals to support children to have positive and healthy relationships with both parents during and post separation. This position plays a coordination role specific to clients within the Parenting Orders Program (POP), including intake and assessment, information, advice and referral, and child focused education and skill development.

Key Responsibilities

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| Intake and Assessment | <ul style="list-style-type: none"> Undertake client assessment through intake to: <ul style="list-style-type: none"> Obtain relevant client information; Screen for risk factors; Complete safety planning; Assess suitability for a joint session; Determine appropriate interventions; Provide relevant information about the POP Program; and Make appropriate referrals. Develop and implement case management plans for clients, whilst maintaining child focused practice. Work collaboratively with clients, employees, and other stakeholders where appropriate, to ensure that the case plan and interventions are appropriate to client needs. Ensure compliance with legislative requirements when completing the intake. |
| Program Education Delivery | <ul style="list-style-type: none"> In consultation with the Program Manager and in collaboration with other POP Case Coordinators, design and document group and distance education programs in relation to parental and child education. Deliver to groups and individuals, including separated parents or other persons impacted by separation (such as grandparents), education that provides learnings in: <ul style="list-style-type: none"> Theoretical models and frameworks of child development; An understanding of family violence, including the impact of violence on children when working with children and parents; Issues specific to complex separation and divorce, particularly conflict impacting on children in separation; and Enhancing capacity to ensure child focused parenting. |
| Additional Program Requirements | <ul style="list-style-type: none"> Provide an integrated service for support by identifying and assisting with points of referral to other services within RAQ, when required, including counselling and family dispute resolution. |

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| Duty of Care and Legislative Requirements | <ul style="list-style-type: none"> Maintain confidentiality and duty of care, including identification and assessment of domestic and family violence, child safety, threat of harm to self or others, and other risk factors; and take appropriate steps as required by organisational policy and procedure. Understand and meet legislative and funding requirements including collecting and recording statistical data in a timely and accurate manner. |
| File and Diary Management | <ul style="list-style-type: none"> Maintain client files, case notes and risk management documentation as per organisational policy and procedure. Maintain the client information system to enable effective and informed client bookings. |
| Supervision and Professional Development | <ul style="list-style-type: none"> Demonstrate ongoing commitment to participation in supervision and professional development as per organisational policy and procedure. Be receptive to feedback and apply reflective practice to improve professional development. |
| Administration and Planning | <ul style="list-style-type: none"> Provide correspondence to clients regarding their participation and completion of the program. Where directed assist with the provision of administrative and general office duties. Contribute to operational planning as requested by the reporting manager. |
| Other Organisational Responsibilities | <ul style="list-style-type: none"> Adhere to all organisational policies, procedures, standards, and practices. Act only in ways that advances RAQ objectives, values, and reputation. Other duties, consistent with skills and experience, as directed by the reporting manager. |

Core Competencies

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| Business Savvy | Applies knowledge of the business and the industry to advance the organisation's goals. |
| Accountability | Accepts personal responsibility for actions and consequences, reflects on own performance and commits to personal and professional development. |
| Collaborative Relationships | Builds collaborative and constructive working relationships, working as a team to achieve goals. |
| Diversity & Inclusion | Interacts with all stakeholders in ways that demonstrate respect of social and cultural differences and commits to challenging attendant social inequities. |
| Innovation & Continuous Improvement | Applies knowledge, experience, and ideas to develop new and better ways of working, adapts to change and maintains resilience. |
| Professionalism | Gains the confidence and trust of others through honesty, integrity, and authenticity. |

About You

To be successful in this position you will have:

| | Required | Highly Desired |
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| Qualifications | <ul style="list-style-type: none"> • Possession of relevant undergraduate qualification/s in the field of Social or Behavioural Sciences. | <ul style="list-style-type: none"> • Post Graduate qualification in the field of Behavioural or Social Science. |
| Experience | <ul style="list-style-type: none"> • Experience working with families in high conflict situations in a variety of settings. • Experience in managing caseloads, particularly with involuntary clients. • Demonstrated ability to work within a child focused practice framework. | <ul style="list-style-type: none"> • Demonstrated experience in engaging proactively with and supporting clients of diverse backgrounds (Aboriginal & Torres Strait Islander, Culturally and Linguistically Diverse, low socioeconomic status, people with disabilities and people of diverse bodies, genders, and sexualities). • Experience working with clients in crisis situations. • Experience in group facilitation. • Experience in family dispute resolution. |
| Knowledge | <ul style="list-style-type: none"> • Theoretical knowledge of working with families in high conflict situations in a variety of settings. • Theoretical and demonstrated knowledge of the impact of trauma and conflictual situations on the care, behaviour and development of children and their needs. • Knowledge, understanding and application of current and relevant legislation and regulations relating to family law and domestic violence. | <ul style="list-style-type: none"> • Knowledge in adult learning principles/theory. |
| Skills | <ul style="list-style-type: none"> • Excellent communication skills, both written and verbal. • Excellent time management. • Competent in computer use (Microsoft Office, email, web-based programs) and have the ability to learn new programs and applications. | <ul style="list-style-type: none"> • Demonstrated capacity to facilitate groups. |

It should be noted that Position Descriptions are under constant review and may be changed at any time.