

Location/s	Far North Queensland
Reporting to	Team Leader
Direct Reports	Nil
Level	Band 3
Date Updated	May 2022

About the Role

The purpose of this role is to promote the services offered by the Family Relationship Centre by developing and delivering relevant educational programs and building relationships with local stakeholders.

Key Responsibilities

Service Responsibilities	<ul style="list-style-type: none"> Actively promote the Family Relationship Centre and its services within the local community. Develop and deliver a variety of innovative educational programs and events to meet the needs of families at all different stages of relationships. Develop and implement resources and material that provide an understanding of the services offered by the Family Relationship Centre. Undertake active networking and liaison activities within industry, with community agencies and the media to represent family relationship issues at the community level. Work with local media in service area locations to strengthen relationships and distribute RAQ endorsed media materials. Maintain and record data as required by the Funding body. Actively participate in outreach of the Family Relationship Centre services to the designated regions. In consultation with the Team Leader, conduct systematic evaluation and research into the effectiveness of the education and outreach programs. In consultation with the Team Leader, develop strategies to ensure that as far as possible, the service develops in accordance with the needs of the local community.
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"> • Where directed, assist with the provision of administrative and general office duties. • Contribute to operational planning, particularly in relation to community engagement, 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

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
Qualifications	<ul style="list-style-type: none"> • Relevant undergraduate qualification in Social or Behavioural Sciences, Psychology, Counselling, Social Work or Community Development. 	
Experience	<ul style="list-style-type: none"> • Demonstrated ability to develop resources and material suitable for distribution internally and externally. • Demonstrated ability to develop and deliver education and awareness programs. • 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) 	

	<p>and people of diverse bodies, genders, and sexualities).</p> <ul style="list-style-type: none"> • Ability to rapidly acquire and confidently talk to company (program) information. 	
Knowledge	<ul style="list-style-type: none"> • Understanding of theoretical frameworks and models of adult education and community development. • Knowledge and application of current and relevant legislation and regulations. 	
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. 	

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