

<b>Location/s</b>	Family Relationship Advice Line (FRAL) Contact Centre
<b>Reporting to</b>	Practice Leader
<b>Direct Reports</b>	Nil
<b>Level</b>	Practice Stream Level 4
<b>Date Updated</b>	April 2024

**About the Role**

The purpose of this position is to provide a high standard of information, advice, and referrals to customers of the Family Relationship Advice Line (FRAL) Contact Centre.

**Key Responsibilities**

<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Provide FRAL Contact Centre clients with a responsive service that displays an understanding of the problems they are encountering.</li> <li>• Apply knowledge of issues specific to parents who may be separating or divorcing.</li> <li>• In accordance with protocols, assess the customers' needs in order to provide information, advice, and appropriate referrals.</li> <li>• Focus customers on the needs of the children and increase awareness of developing workable parenting arrangements after separation.</li> <li>• Apply theoretical knowledge of domestic and family violence, specifically social justice, social constructionist systems, feminist perspectives and other relevant models, to identify, assess and determine appropriate interventions for individuals or families who are experiencing domestic and family violence (this includes those using violence and those experiencing violence).</li> <li>• Attend to and manage crisis calls in an appropriate manner and where relevant, refer customers to other services.</li> <li>• Provide to customers information about relevant services available to them in the community and as appropriate, facilitate referrals.</li> <li>• Utilise Client Information System/s to record customer data for reporting and referral purposes.</li> </ul>
<b>Counselling</b>	<ul style="list-style-type: none"> <li>• As directed, provide a high standard of counselling support to individuals, their families, and significant others.</li> <li>• Utilise a systems theory framework and relevant theoretical models in treatment of the target client's identified need.</li> </ul>
<b>Duty of Care and Legislative Requirements</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Understand and meet legislative and funding requirements including collecting and recording statistical data in a timely and accurate manner.</li> </ul>
<b>File and Diary Management</b>	<ul style="list-style-type: none"> <li>• Maintain client files, case notes and risk management documentation as per organisational policy and procedure.</li> <li>• Maintain the client information system to enable effective and informed client bookings.</li> </ul>

<b>Supervision and Professional Development</b>	<ul style="list-style-type: none"> <li>• Demonstrate ongoing commitment to participation in supervision and professional development as per organisational policy and procedure.</li> <li>• Be receptive to feedback and apply reflective practice to improve professional development.</li> </ul>
<b>Administration and Planning</b>	<ul style="list-style-type: none"> <li>• Where directed assist with the provision of administrative and general office duties.</li> <li>• Contribute to operational planning as requested by the reporting manager.</li> </ul>
<b>Other Organisational Responsibilities</b>	<ul style="list-style-type: none"> <li>• Adhere to all organisational policies, procedures, standards, and practices.</li> <li>• Act only in ways that advances RAQ objectives, values, and reputation.</li> <li>• Other duties, consistent with skills and experience, as directed by the reporting manager.</li> </ul>

### Core Competencies

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

### About You

To be successful in this position you will have:

	<b>Required</b>	<b>Highly Desired</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Undergraduate qualification in Social or Behavioural Sciences.</li> </ul>	<ul style="list-style-type: none"> <li>• Postgraduate qualifications and relevant professional membership are highly desirable.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in an incoming call centre environment or customer service role.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience within a community services organisation is highly desirable.</li> <li>• Demonstrated experience in engaging proactively with and supporting clients of diverse backgrounds (Aboriginal &amp; Torres Strait Islander, Culturally and Linguistically Diverse, low socioeconomic status, people with disabilities and people of diverse bodies, genders, and sexualities).</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge and ability to apply a systems theory framework and relevant theoretical models to identify client</li> </ul>	

	<p>needs and provide appropriate solutions.</p> <ul style="list-style-type: none"> <li>• Knowledge of issues specific to parents who may be separating or divorcing.</li> <li>• Theoretical knowledge of domestic and family violence, specifically social justice, social constructionist systems, feminist perspectives and other relevant models, to identify, assess and determine appropriate interventions for individuals or families who are experiencing domestic and family violence.</li> </ul>	
<p><b>Skills</b></p>	<ul style="list-style-type: none"> <li>• Demonstrated ability in identifying customer needs, assessing for risks, and developing strategies to meet those needs.</li> <li>• Excellent communication skills both written and verbal.</li> <li>• Excellent time management.</li> <li>• Competent in computer use (Microsoft Office, email, web-based programs) and have the ability to learn new programs and applications.</li> </ul>	

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