

<b>Location/s</b>	Selected Venues
<b>Reporting to</b>	Team Leader
<b>Direct Reports</b>	Nil
<b>Level</b>	Practice Stream Level 4
<b>Date Updated</b>	April 2024

### 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

<b>Intake and Assessment</b>	<ul style="list-style-type: none"> <li>• Undertake client assessment through intake to:             <ul style="list-style-type: none"> <li>○ Obtain relevant client information</li> <li>○ Screen for risk factors</li> <li>○ Complete safety planning</li> <li>○ Assess suitability for a joint session</li> <li>○ Determine appropriate interventions</li> <li>○ Provide relevant information about the POP Program, and</li> <li>○ Make appropriate referrals.</li> </ul> </li> <li>• Develop and implement case management plans for clients, whilst maintaining child focused practice.</li> <li>• Work collaboratively with clients, employees, and other stakeholders where appropriate, to ensure that the case plan and interventions are appropriate to client needs.</li> <li>• Ensure compliance with legislative requirements when completing the intake.</li> </ul>
<b>Program Education Delivery</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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"> <li>○ Theoretical models and frameworks of child development</li> <li>○ An understanding of family violence, including the impact of violence on children when working with children and parents</li> <li>○ Issues specific to complex separation and divorce, particularly conflict impacting on children in separation, and</li> </ul> </li> <li>• Enhancing capacity to ensure child focused parenting.</li> </ul>
<b>Additional Program Requirements</b>	<ul style="list-style-type: none"> <li>• 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.</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>• Provide correspondence to clients regarding their participation and completion of the program.</li> <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>• Possession of relevant undergraduate qualification/s in the field of Social or Behavioural Sciences.</li> </ul>	<ul style="list-style-type: none"> <li>• Post Graduate qualification in the field of Behavioural or Social Science.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience working with families in high conflict situations in a variety of settings.</li> <li>• Experience in managing caseloads, particularly with involuntary clients.</li> <li>• Demonstrated ability to work within a child focused practice framework.</li> </ul>	<ul style="list-style-type: none"> <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> <li>• Experience working with clients in crisis situations.</li> <li>• Experience in group facilitation.</li> <li>• Experience in family dispute resolution.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Theoretical knowledge of working with families in high conflict situations in a variety of settings.</li> <li>• Theoretical and demonstrated knowledge of the impact of trauma and conflictual situations on the care, behaviour and development of children and their needs.</li> <li>• Knowledge, understanding and application of current and relevant legislation and regulations relating to family law and domestic violence.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge in adult learning principles/theory.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <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>	<ul style="list-style-type: none"> <li>• Demonstrated capacity to facilitate groups.</li> </ul>

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