



## **Relationship Service Worker**

### **Application Package**

Thank you for your interest in applying for the Relationship Service Worker position with The Family Centre. The position description is included below and additional information about our organisation can be found on our website [www.thefamilycentre.org.au](http://www.thefamilycentre.org.au)

Should you wish to proceed with your application, please ensure that you:

- Address each of the selection criteria contained in the position description
- Include a detailed resume with education & employment history
- Provide two referees with current contact details
- Indicate in your application if you are applying for the full-time or part-time position

Email applications will be accepted.

Email: [recruitment@thefamilycentre.org.au](mailto:recruitment@thefamilycentre.org.au)

**Applications close 4.30pm, Monday February 11, 2017**

For further information regarding the position please contact:  
Steve Simmons (07) 55248711 or [steves@thefamilycentre.org.au](mailto:steves@thefamilycentre.org.au)

## POSITION DESCRIPTION – Relationship Service Worker

<b>Position Title:</b>	Relationship Services Worker
<b>Award:</b>	SCHCADS Award
<b>Award classification:</b>	Level 4.1
<b>Hours of duty:</b>	Full time position 35 hours per week, Part time position 21 hours per week
<b>Reports to:</b>	Manager Child Youth & Family Services
<b>Office Site:</b>	Based at Tweed Heads South
<b>Service Area:</b>	Northern Rivers, Southern Gold Coast, telephone service includes a broader area.

### Our Role

The Family Centre (TFC) is a local social purpose, community owned organisation established in 1988 and based on the North Coast of NSW.

Our programs encourage and inspire people to make the changes they want for themselves, their family and their community in the following program areas:  
child and family  young people  relationships

*Our activities include:*

- Information, referral and goal planning
- skill development and education
- community engagement and development activities

Our values and practice principles inform how we work. In genuine partnership with community members and groups, non-government organisations, government agencies and businesses, we make a real difference and our actions lead to progressive, measurable and sustainable social change.

*Our activities are designed to:*

- improve relationships
- increase safety
- increase parenting skills
- increase wellbeing
- increase personal effectiveness
- increase connections
- Increase community capability

## **Position Background:**

This position works in our Relationship Service providing adult relationship education courses, individual consultations for men and women, and Safer Pathway Male Domestic & Family Violence Victims Services.

## **Key Responsibilities:**

### **1. Intake**

- 1.1. Participate in a roster to receive TFC referrals and assess requests for service
- 1.2. Receive referrals via the Central Referral Point, Safer Pathway Male Domestic and Family Violence Victims Services; to assess and respond to requests for service

### **2. Case work & coordination**

- 2.1. Assess and document client strengths and needs
- 2.2. Assist adult community members to develop plans that aim to address presenting issues consistent with program guidelines and TFC Practice Principles
- 2.3. Plans will consist of participant directed goals, strategies to achieve goals, who is responsible for each aspect of goal achievement and timelines
- 2.4. Monitor and review progress of plans
- 2.5. Provide relevant information to participants and facilitate appropriate referrals in consultation with them
- 2.6. Cooperate and collaborate with TFC staff and other service providers to ensure coordinated service delivery
- 2.7. Take on a case coordination role where appropriate and negotiated with Senior Coordinator Men's and Family Relationships

### **3. Course work**

- 3.1. Participate in organisational planning processes in order to develop a timely course plan
- 3.2. Work collaboratively with TFC staff and/or staff from other agencies to develop, deliver and evaluate courses
- 3.3. Assess family member participants for suitability for courses
- 3.4. Deliver courses that support participants in both family and community settings
- 3.5. Deliver relationship education courses that support adult relationships and improved outcomes for families, children and young people, and communities.
- 3.6. Participate in the ongoing review and development of program material as required

### **4. Community work and service provider networking**

- 4.1. Co-ordinate and participate in community events and activities, and TFC promotional events as negotiated with Senior Coordinator Men's and Family Relationships
- 4.2. Develop and maintain a good understanding of the work of, and effective working relationships with, local health and community service providers
- 4.3. Attend service provider network meetings as negotiated with Senior Coordinator Men's and Family Relationships

## **5. Professional development**

- 5.1. Attend staff training and development relevant to the position as approved by the Senior Coordinator Men's and Family Relationships and Director Child Youth and Family Services
- 5.2. Model and foster professional work practices, in relation to the health, safety and wellbeing of colleagues and TFC services participants
- 5.3. Attend and actively participate in team meetings and regular service planning / review, and supervision
- 5.4. Attend regular supervision sessions and annual appraisal with Senior Coordinator Men's and Family Relationships
- 5.5. Adhere to the relevant standards, policies and procedures of The Family Centre

## **6. Administration and organisational tasks**

- 6.1. Maintain service records including participant records and reports
- 6.2. Maintain and submit accurate participant service statistics on the last working day of each month
- 6.3. Actively participate in regular service and program planning, development, review and evaluation processes to contribute to continuous improvement.
- 6.4. Maintain and submit administrative (e.g. time sheets and travel reimbursement claims) documentation in an accurate and timely manner
- 6.5. Perform relevant duties as required by the Senior Coordinator Men's and Family Relationships and the Director Child Youth and Family Services
- 6.6. Participate in organisational projects as negotiated with Senior Coordinator Men's and Family Relationships and the Director Child Youth and Family Services

## **Selection Criteria:**

### ***Essential***

1. Tertiary qualification in social work, social sciences or related discipline
2. Experience in a similar position
3. Demonstrated experience working within a strengths-based framework and a clear understanding of family and adult relationships, particularly at critical relationship transition points
4. A clear understanding of the issues confronting vulnerable and disadvantaged families (including cultural & linguistic diversity, domestic violence, substance abuse, child abuse, mental health, parenting and relationships) and their impact on families and adult relationships
5. Demonstrated ability in developing, delivering and evaluating adult relationship education courses for families, couples, and individuals
6. Ability and willingness to work outside of normal business hours on a regular basis
7. Ability to identify and coordinate complex participant needs in a challenging, and at times repetitive, working environment
8. Highly developed interpersonal, written and oral communication skills (including accurate records, reports and case notes). Demonstrated experience and skill in using word processing and databases and
9. Current driver's license and comprehensively insured vehicle
10. A willingness to undertake a criminal record check and a Working with Children check

***Desirable***

- Working knowledge of the local human service network