

## Position Description

<b>Position Title:</b>	Team Leader Family Dispute Resolution Services Family Counsellor (Team Leader FDRFC)
<b>Program</b>	Family Relationship Centre, Community Wellbeing
<b>Location:</b>	Shepparton with travel to Bendigo and other locations as required.
<b>Reports To:</b>	Manager Family Dispute Resolution Services
<b>Award and Classification:</b>	<i>Social, Community, Home Care and Disability Services Award 2010, Level 6</i>

*This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.*

*This Position Description may be altered in accordance with the changing requirements of the position.*

### About CatholicCare Victoria

CatholicCare Victoria is a leading and influential provider of charitable and social services in Victoria. The *Mission* of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our *Mission* for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable and/or marginalised.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity, and embrace diversity in an inclusive work environment.

### About the Program/Section

Client Services comprises client programs and services across CatholicCare Victoria with a range of diverse practitioner positions across multiple programs. Programs are funded from Federal, State and philanthropic sources.

Client programs and services are grouped as follows:

- Community Care – Services which offer care and support for those in need.
- Community Participation – Programs which enable individuals and families to participate within communities.
- Community Wellbeing – Programs which assist the wellbeing of individual, couples and families in contemporary society.
- CatholicCare Victoria and Tasmania and Business and Service Development - Contract management – Coordination of contracts including CatholicCare Victoria Tasmania (CCVT), data integrity and reporting, Policy and Advocacy, Business and Service Development, Social Enterprise, Professional Practice, Research and Development and other strategic projects and service development.

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CatholicCare Victoria's Community Wellbeing portfolio provides comprehensive client focused services for individuals (children, youth and adults), couples and families. Our services are informed by an approach that values human dignity and service design aims to ensure that our programs are inclusive, responsive to the needs of clients and operate at the highest levels of quality and professionalism. The services are integrated, strengths-based and provided by staff that are trained and qualified.

The Shepparton Family Relationship Centre provides Family and Property Dispute Resolution and is based in our Shepparton and Bendigo offices. We also provide regular outreach to Echuca. Services may be provided in other locations across CatholicCare Victoria according to the needs of clients and communities. The Family Dispute Resolution program aims to assist separating parents and families to reach agreement on parenting arrangements which are in the best interests of children. Property Dispute Resolution assists separating couples to reach an agreement in relation to their property pool, including debt. Both Family and Property Dispute Resolution supports separating families to resolve disputes as an alternative to court.

## Position Summary

The Team Leader FDRFC is required to work collaboratively with fellow Team Leaders across CCV Family Dispute Resolution Services. The Team leader will provide leadership and individual supervision of the Shepparton Family Dispute Resolution team and also identify individual and team training and development requirements.

The Team leader will support the Manager Family Dispute Resolution Services with the implementation of service agreements and the provision of required data to the relevant funding body, and will ensure that the program deliver measurable, quality service, consistent with the program service models and program guidelines whilst maintaining the focus on client outcomes.

Other roles will include preparing and monitoring staff rosters as required, monitor budget requirements, coordinate intake and assessment functions, oversee allocations and monitor caseloads, assist with quality processes, and deliver direct client service when required. Promotion within the local community and supporting the relationships between the client, workers and stakeholders and providing specialist advice to the designated Manager will be required.

## Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Service Delivery	<ul style="list-style-type: none"> <li>• Offer information about, and assistance to develop parenting plans and facilitate referrals to the appropriate services and organisations where appropriate.</li> <li>• Undertake thorough and comprehensive intake and assessment appointments, including screening and assessment for safety concerns in determining suitability for Family Dispute Resolution.</li> <li>• Assist family members to develop and implement safety plans if necessary when screening for family violence.</li> <li>• Undertake Family Dispute Resolution sessions with separated or separating parents (or other family members) to assist them in reaching child focused agreements about arrangements for their children and resolution for relationship conflict.</li> <li>• Facilitate information sessions and education groups for a range of target audiences including children, parent, solicitors and school staff.</li> <li>• Respond to client complaints and compliments where necessary.</li> <li>• Be available for case consultations with Practitioners and manage high complex cases.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Maintain a broad understanding of the Family Law Act (1975), amended 2006, and to operate at all times with cognisance of the provisions of the Act.</li> <li>• Preparedness to travel throughout the region including delivering services from our Bendigo, Shepparton and Echuca offices and other locations as required within CatholicCare Victoria.</li> <li>• Preparedness to work on a roster to cover evening programs.</li> <li>• With consideration to the relevant fee schedule, inform clients of any fees that they may be required to pay.</li> </ul>
Supervision and Team Work	<ul style="list-style-type: none"> <li>• Provide line management, guidance, individual supervision including individual supervision agreements for the Family Dispute Resolution team.</li> <li>• Attend and convene where appropriate relevant internal and external meetings, including case conferences.</li> <li>• Be available for case consultations with practitioners in other Family Service programs including the Parenting Orders team and Counselling and Relationship services.</li> <li>• Provide information about relationships at all stages</li> <li>• Complete on boarding, probation, performance review and development, and learning and development processes in accordance with People and Culture policies and procedures.</li> <li>• Provide leadership and support to other organisational staff as may be required.</li> </ul>
Reporting/Data Collection	<ul style="list-style-type: none"> <li>• Collect information as required for electronic CCVT client management system to ensure timely data collection, file management and reporting.</li> <li>• Meet organisational expectations in regard to productivity, data quality, and outcome measurement</li> </ul>
Program Development and Quality Improvement	<ul style="list-style-type: none"> <li>• Assist in planning, reviewing and improving the Family Dispute Resolution activities including with other Family Dispute Resolution services within Catholic Care Victoria.</li> <li>• Together with the Manager Family Dispute Resolution services, develop, implement and review key partnership arrangements with relevant stakeholders, including but not limited to, networks, MOU's, service level agreements, protocols.</li> <li>• Develop and maintain a broad understanding of the Family Law Act (1975), amended 2006, and to operate at all times with cognisance of the provisions of the Act</li> <li>• Monitor and supervise the maintenance of client records and data recording in accordance with funding body and legislative requirements.</li> <li>• Support the Manager Family Dispute Resolution Services in implementing operational/business plans for the program.</li> <li>• Participate in activities to promote personal and professional development</li> <li>• Help with the marketing and promotion of Family Dispute Resolution services</li> <li>• Develop networks and facilitate partnerships between parents, significant others, children and local services.</li> <li>• Assist the Manager and or Senior Manager with the preparation of submissions to governments and other bodies</li> <li>• Contribute to ongoing Quality Improvement as required</li> <li>• Support a culture of Occupational Health and Safety at all times</li> </ul>
Financial Management	<ul style="list-style-type: none"> <li>• Contribute to the preparation and monitoring of program budgets.</li> <li>• Ensure the program and services are able to operate effectively within budgets.</li> </ul>

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The position is also required to perform other duties as lawfully and reasonably directed.

## Reporting and/or Supervision Relationships and Authority

### Reporting Relationship:

The position reports to and works under the limited direction of the Manager, Family Dispute Resolution Services.

### Position/s Reporting to Team Leader Family Dispute Resolution Services Family Counsellor:

Family Dispute Resolution Practitioners, Culturally and Linguistically Diverse Officer & Information & Referral Officers.

The position is also responsible for providing supervision to these staff members.

### Authority:

The position works within standards and procedures.

The position is required to work within the relevant delegation's policy, procedure and guidelines of CatholicCare Victoria.

## Stakeholder Relationships

### Internal Relationships:

- Works closely with the Manager, other Team Leaders and the position's direct reports.
- Works with the Performance and Enablement Team to monitor program budgets.
- Works with People and Culture to ensure a positive workplace culture and implementation of People and Culture policies and procedures.

### External Relationships:

As agreed with Manager Family Dispute Resolution Services, the Team Leader FDRFC establishes and maintains key external relationships including but not limited to:

- Local catchment service networks and local governments in the catchments we provide services
- Working groups and reference groups with peak bodies and other stakeholders
- Government departmental liaison and service delivery management
- Other funding bodies

## Organisational Responsibilities of the Position

### Workplace Health and Safety (WHS)

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

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## **Cultural Safety and Respect**

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

## **Safety of Children, Young People and Vulnerable Adults**

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

## **Risk Management, Accreditation and Quality Improvement**

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

## **Policies, Procedures and Legislative Requirements**

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Employee Code of Conduct for CatholicCare Victoria;*
- information privacy and confidentiality;
- Equal Opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

## **Key Requirements**

### **Qualifications and/or Training**

1. Recognized tertiary qualification in Psychology, Social Work, Family Law or related discipline.
2. Graduate Diploma of Family Dispute Resolution, including registration with the Attorney-General's department.

### **Experience**

3. Proven experience in the Family Dispute Resolution field
4. Experience and skills in facilitating information sessions and education groups
5. Experience in providing supervision to client facing staff.
6. Well-developed mediation and dispute resolution skills.
7. Experience in the child, youth and family services sector.
8. Demonstrated knowledge of referral networks for separating families.
9. Understanding of the impact of family violence including the ability to identify and assess at an intermediate level.

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## Knowledge, Skills and Attributes

10. Demonstrated understanding of all stages of family relationships, including post separation and its impact on children.
11. Demonstrated capacity to build and maintain effective relationships with a broad range of stakeholders.
12. Proven understanding of the impact of family violence including ability to identify and assess at an intermediate level.
13. Strong understanding of a variety of theoretical frameworks and intervention strategies, including working with children, young people and families.
14. Proven knowledge of relevant legislative frameworks, and in particular the Family Law Act 1975 and its rules, regulations and amendments in regard to Family Dispute Resolution.
15. Proven knowledge of family systems, child and family development, grief and loss, family violence and safety issues, and the impact of separation/divorce on adults and children.
16. Skills in managing staff engaged in service delivery, case work in a multi-disciplinary setting
17. Well-developed working knowledge of Microsoft Office suite and windows operating environment, including Word, Excel and Power Point.
18. Demonstrated interpersonal, written and verbal communication skills.
19. Ability to work autonomously and as a key member of operational teams.
20. Awareness of program budget management.
21. Preparedness to travel, as and when required, to different locations.

## Child Safety

22. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant legislation.
23. Demonstrated knowledge and application of child safe legislation, principles, standards and practices.
24. Demonstrated understanding of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

## Other Requirements

- Current driver's licence.
- Current Victorian Working with Children Check.
- Current Australia-wide Police Check.
- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas.
- International Police Check (where applicable).
- Disqualified Carer's Check (where applicable).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s and Disqualified Carer's Check.

It is the incumbent's responsibility to maintain a current valid Driver's Licence, Victorian Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertaking a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

## Job Condition

The incumbent in this position is authorised to act as a family counsellor on behalf of CatholicCare Victoria in accordance with *Section 10C(1)(b)* of the *Family Law Act*.

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## Signatures

This section is to be signed upon appointment:

<b>Name:</b>	
<b>Signature:</b>	
<b>Date:</b>	

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