



## Centacare Catholic Diocese of Ballarat Inc.

### POSITION DESCRIPTION

<b>Position:</b>	<b>Family Relationship Counselor/ Family Dispute Resolution Practitioner</b>
<b>Location</b>	<b>Warrnambool</b>
<b>Division:</b>	<b>Family Services</b>
<b>Reports To:</b>	<b>Manager Family Services - Warrnambool</b>
<b>Time Fraction:</b>	<b>0.6</b>
<b>Date Written:</b>	<b>22 October 2008</b>
<b>Salary Range:</b>	<b>To be negotiated on level of experience and qualifications</b>

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#### **Part A: About Centacare Catholic Diocese of Ballarat**

Centacare is the social welfare service of the Catholic Diocese of Ballarat. Centacare delivers a range of programs and services to families and individuals, throughout Western Victoria.

#### **Centacare's Mission:**

To provide services which support people to live with choice and opportunity, free from discrimination

#### **Centacare's Vision:**

A just society within life-giving communities

**Centacare** reflects these major principles of Catholic Social Teaching in all it does:

- Dignity of the Human Person
- Common Good
- Preferential Option for the Poor
- Subsidiarity
- Solidarity

Centacare has three main service divisions: Youth & Vocational Services; Family & Community Services; and Corporate Services.

Centacare currently has offices in Ballarat, Mildura, Red Cliffs, Warrnambool, Horsham, Bacchus Marsh and Hamilton; and outreach services to Daylesford and Colac.

## **Part B: Service Division Description**

This program is located within the Family Services Team at Centacare Warrnambool. Centacare Family Services provides parent education, marriage and family relationship education, family relationship counselling and family dispute resolution at various locations throughout Western Victoria.

## **Part C: Program Description**

In consultation with the Family Services Manager Warrnambool, promote the independence and healthy development of families, couples and individuals through the provision of quality counselling in Warrnambool and district.

## **Part D: Major Responsibilities of the Role**

- To provide relationship/ personal counselling for individuals, children and families based at the Warrnambool office and outreach locations.
- To facilitate Family Dispute Resolution by assisting separated or separating couples to reach a resolution of specific disputes impacting on their interpersonal relationship and their ability to parent effectively.
- To undertake Family Dispute Resolution with couples to facilitate the development of practical post separation parenting arrangements and, in so doing, provide couples with appropriate legal and parenting referral information.
- To maintain a high level of professional skill through the use of supervision and staff development as negotiated with the Agency.
- To keep client files and records up to date and collect statistical data required by the Agency.
- To negotiate and collect client fees.
- To promote the Agency and liaise with the community, local parish and other professionals as deemed appropriate.
- To perform any other duties negotiated with the team leader.

## **Part E: Key Selection Criteria**

### **1. What training or qualifications are required to perform this job?**

#### Essential:

- Tertiary qualification relevant to community welfare practice
- Relevant training and experience specific to delivering counselling services
- Relevant training and experience to enable registration as a Family Dispute Resolution Practitioner under the Family Law Act or; a willingness to undertake relevant training and experience to enable registration as a Family Dispute Resolution practitioner under the Family Law Act regulations by July 2007.

#### Preferred:

- Well developed counselling, mediation and dispute resolution skills

### **2. What previous experience is required?**

- Past experience in a welfare environment, working with families, couples and children
- Experience in the provision of counselling services
- Experience working in mediation or similar roles
- Working within the Family Law Act, Child Support Act and other relevant legislation

### **3. What specific skills and knowledge are required?**

#### Essential:

- Understanding of and sensitivity towards the needs of couples and children in a separation context that ensures the best interest of the children.
- Well-developed skills to assist separating couples to reach agreement on parenting plans.
- A thorough knowledge of the Family Law Act, Child Support Act and other relevant legislation requirements
- Time and priority management skills
- Highly developed verbal and written communication skills

#### Preferred:

- Knowledge of existing relationship, counselling, separation and support services in the local community.
- Proven ability to liaise, consult and refer to other appropriate services such as Family Dispute Resolution services, counseling, post separation services and other relevant services.

### **4. What computer skills are required?**

#### Essential:

- Data entry
- Microsoft Office; including Excel, Word, Power Point.
- Word processing to prepare reports

### **5. What are the personal attributes required for this position?**

- Must have a demonstrated commitment to Catholic values and Social Teachings
- Ability to work under pressure and meet deadlines
- Lateral thinker/creative thinker
- Demonstrated ability to work as an effective member of a team
- Ability to confidently (and concisely) communicate with members at any level of an organization.
- Inclusive decision maker

## **Part F: Special Conditions of the Role**

- The successful applicant will be required to produce a “Working with Children Check”, or receipt to indicate that an application has been made and that the results are pending.
- A Victorian Police Records Check must also be produced, or receipt to indicate that an application has been made and that the results are pending.
- A current Victorian driver’s licence is essential.
- Remuneration will be according to the SACS Award and the Centacare Remuneration Salary Scale and based on experience and qualifications.
- Salary Sacrificing is available to the successful applicant.
- The successful applicant will undergo a three month’s probationary period.
- The successful applicant will need to demonstrate compliance with Centacare’s Code of Ethics

<b>Key Result Area</b>	<b>Major Tasks</b>	<b>Measurement Criteria</b>
<b>Manage a counselling load</b>	<ul style="list-style-type: none"> <li>• Provide relationship counselling to individuals, couples and families</li> <li>• Participate in outreach service delivery to the Hamilton and Portland areas.</li> </ul>	<ul style="list-style-type: none"> <li>• Clients achieving a quality service</li> <li>• Targets met</li> </ul>
<b>Delivery of Family Dispute Resolution services</b>	<ul style="list-style-type: none"> <li>▪ Provide information, advice and referral sessions to individuals/couples seeking assistance with relationship and separation issues and assist in the resolution of these issues in the best interest of the child/children.</li> <li>▪ To provide intake, assessment, information and referral advice and support to families and individuals seeking assistance with relationship difficulties.</li> <li>▪ Demonstrate an understanding of the sensitivity towards the complex needs of parents and children in a separation context.</li> <li>▪ Delivery of mediation between couples and the development of parenting plan agreements that are child focused</li> <li>▪ Ensure couples are aware of children's needs in relation to age appropriate emotions, physical and social needs and ensure the child's best interests are achieved.</li> <li>▪ Provision of group sessions that provide information and education to separating couples</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence of provision of appropriate information, advice and referrals are provided.</li> <li>▪ Evidence of intake and assessment undertaken to identify issues and needs in best interest of the children.</li> <li>▪ To mediate in appropriate cases to resolve disputes and develop parenting plans.</li> <li>▪ Deliver joint parenting planning sessions if appropriate</li> <li>▪ Development and completion of agreed parenting plans</li> <li>▪ Development of group programs</li> </ul>
<b>Promotion of service</b>	<ul style="list-style-type: none"> <li>• Attend meetings as required by team leader</li> <li>• Identify and respond to networks</li> </ul>	<ul style="list-style-type: none"> <li>• Centacare well represented and known throughout the region</li> <li>• Information shared with team</li> </ul>
<b>Administrative Tasks</b>	<ul style="list-style-type: none"> <li>• Case notes</li> <li>• Enter data on FRSP on line</li> </ul>	<ul style="list-style-type: none"> <li>• Regular review and monitoring of counselling cases</li> <li>• Data entered on time</li> </ul>

Application addressing the Key Selection Criteria and providing contact details for 3 referees to be forwarded to:

**HR Coordinator  
Centacare  
P.O. Box 2537 Ballarat  
Mail Centre 3354**

**by close of business Wednesday 5<sup>th</sup> November**