



### Position Description

<b>Position Title</b>	Family Advisor – Case Manager
<b>Directorate</b>	Community and Wellbeing Services
<b>Reports to</b>	Team Leader Family Relationship Services
<b>Date of Job Description</b>	24/09/2024
<b>Conditions</b>	Conditions of employment are documented in the Mallee family Care Enterprise Agreement 2012
<b>Employment Status</b>	Full-Time Ongoing, Subject to Funding
<b>Salary</b>	This position is classified as Band 4 – Case Worker, with a salary range of \$71,525 - \$89,600, dependent on qualifications and experience, plus superannuation and the ability to salary package up to \$15,834 tax free, pro-rata
<b>Hours of Work</b>	This is a full time position. Work outside normal office hours may be required.

### Position Objectives

As a case manager, Family Adviser for Family Dispute Resolution you will provide information and referral sessions to individuals and families seeking assistance with relationship issues.

You will engage, assess, and prepare clients so that they can fully participate in the FDR process. Provision of the intake and assessment, risk assessments along with providing support and referral options to all appropriate cases, in order that they may participate in FDR resolving their parenting and or property disputes and develop parenting plans or Financial Settlement.

Provide community development and community education activities to raise awareness of family relationship issues.

Provide support to the Group Work program, facilitating group information and education sessions as needed.

Provide additional support to the General Intake Coordinator providing back up support for General Intake when required.	
<b>Key Responsibilities &amp; Duties</b>	<b>Performance Expectations</b>
To undertake Intake, assessment, information and referral advice, support, safety screening and plans for families and individuals seeking assistance with relationship difficulties.	Attend to all FDR enquiries, complete Intake and Assessments for Party A and Party B, provide resources and support in preparation for the FDR. Work alongside the FDRP when preparing families for FDR.
To assist with distribution of relevant promotional material and participate in community events in order to promote the program and to raise community awareness of relationship issues.	Distribute promotional materials as required. Attend community events as approved by Manager.
To collect data and complete case notes in accordance with the requirements of MFC and the program funding body using the DEX Online data base. , undertake file closure's and ensure the program operates in accordance with quality assurance, best practice principles and relevant service standards.	Ensure that all data is compiled and up to date for the DEX data collection. Ensure that all case file notes are completed in accordance with the MFC policies.
Commitment to professional and skill development through workshops, training, conferences, network meetings, staff and team meetings. To represent the agency in relevant public and professional forums.	Undertake Graduate Diploma in FDRP. Attend monthly FRS meetings. Attend Peer Support meetings. Represent agency at forums as directed.
Undertake Graduate Diploma in FDRP. Attend monthly FRS meetings. Attend Peer Support meetings. Represent agency at forums as directed.	Promote Triple P Family Transitions Workshops and the YKDS program across the Mallee. Prepare workshop materials.
To provide support to the General Intake worker when required.	Provide back up support to general intake at times as needed. Complete General Intake assessments, make referrals and update the wait lists as required.
To participate in supervision.	As per Mallee Family Care Supervision Policy.
To be compliant with MFC E Learning courses.	Completing compulsory allocated courses each quarter.

To undertake other duties as may reasonably be required.	Undertaking other duties required by your Line Manager.
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**Qualifications and Experience:**

- Tertiary qualifications relevant to community welfare practice, i.e. Social Work, Psychology, Social Science.
- Prepared to pursue further studies in the field of Graduate Diploma in FDR (Family Dispute Resolution) with the support of Mallee Family Care.
- To have a broad understanding of relevant legislative requirements as they relate to this field of practice for example, child support, child protection and family violence.
- A current driver’s licence.
- A willingness to travel and preparedness to be accommodated overnight when required.

**Key Selection Criteria:**

**Applicants are invited to submit their applications addressing the following criteria:**

- Demonstrated ability and experience in counselling or working with families.
- Demonstrated ability to deliver community education sessions.
- Experience in community development initiatives.
- Capacity to undertake reviews, collect data and meet all Quality Assurance requirements.
- Well-developed report writing and presentation skills.

## **Organisation Structure and Values**

Mallee Family Care is a Company Limited by guarantee with a community based Board of Management. It was established in 1979 and is a large and diverse community service organisation, providing a wide range of services to the communities of North West Victoria and South West New South Wales.

Day-to-day management for the agency is the responsibility of the Chief Executive Officer, Director Corporate Services, Executive General Manager Community and Wellbeing, Executive General Manager Education, Training and Research and Executive General Manager Child and Family Services.

This structure has been designed to ensure a clear focus on the delivery of services and to utilise the skills and experience of staff in the most efficient and effective manner.

## **Our Vision**

Empowering the vulnerable and disadvantaged in our communities.

By this we mean we want:

- Communities where vulnerable children will be protected.
- Communities where disadvantaged families and individuals will be supported.
- Communities that are committed to supporting those in need.

## **Our Mission**

To enrich lives and to increase opportunities (for those in need) through:

- Services;
- Education
- Research; and
- Advocacy

## **Our Approach**

Our approach to achieving this strategic intent will demonstrate that:

- We are focused on the resolution of issues and will be flexible and adaptive in our approach.
- We understand our communities, we are informed by practice and our focus is on outcomes that matter.
- We work in partnership with stakeholders.
- We consult broadly and engage with our communities.

**Other Information:**

At Mallee Family Care we are deeply committed to the people with whom we work. We therefore go to great lengths to ensure that the positions we make available are filled by the most appropriate applicants. To assist with this we undertake a number of selection processes beyond initial interviews.

Appointment to the position will be subject to the satisfactory completion of the following:

- Psychological Personality Assessment – California Personality Index (CPI)
- Medical Disclosure
- Six month probationary period
- Referee Checks (two nominated referees including your supervisor if you are currently working)
- Photocopy of Driver's Licence.
- Police Check
- Working with Children Check
- Safety Screening Statutory Declaration

**Benefits of working at Mallee Family Care**

- Discounted membership of your nominated gym/health club.
- Direct salary deduction
- Partially paid study leave and practical assistance available for approved courses after 6 months of employment
- Confidential, responsive counselling available for time when personal and work related issues may affect your ability to perform at work (Employee Assistance Program – EAP)
- Flexible working arrangement options (where appropriate)
- Up to date and ergonomic furniture
- A happy and family friendly work environment