



Family Relationship Services

PRACTICE LEADER

POSITION**DESCRIPTION**

Service:	Family Relationship Services
Program:	Across all FRS Programs
Position Title:	Practice Leader
Probation:	6 months from commencement
Position Base:	Based at the FRS Office, 282 Beechworth Rd, Wodonga however will be required to work at Albury FRS office, 681 Young St regularly and from time to time may be required to work at other UMFC sites either temporarily or permanently by negotiation.
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social & Community Services Worker
Level:	Level 7
Hours of Work:	Full Time. Contracted hours are according to Employment Conditions form that may change as agreed from time to time.
Tenure:	Ongoing subject to available funding appropriate to supporting the position
Travel:	Travel local/regional on a regular basis is required using an Agency vehicle.

1. POSITION CONTEXT & SUMMARY OF POSITION

Consistent with its mission, Strengthening Families to Build Vibrant Communities, UMFC is an independent, community managed agency dedicated to the provision of a range of supportive services designed to strengthen individuals and families. UMFC has a number of family law related programs funded by the Australian Attorney-General's Department and administered through the Family Support Program (FSP) of the Department of Social Services (DSS).

These are the:

Children's Contact Service	Regional Family Dispute Resolution
Family Relationship Centre	Parenting Orders Program
Financial Counselling	

In October of 2014 a restructure was undertaken and all of the above programs have been brought together as Family Relationship Services (FRS).

Under the direction of the Service Manager, the Practice Leader takes the lead role with FRS staff both individually and in teams to improve client outcomes through supervision & reflective practice; consultation; research; education; best practice documentation; efficient resource utilisation and effective leadership.

2. COMMUNICATION WITH OTHERS

Position supervised by:	FRS Service Manager
Supervises directly:	FRS Albury & Wodonga Team Leaders and Financial Counsellors
Communicates internally primarily with:	FRS Service Manager, FRS Team Leaders, FRS staff
Communicates externally primarily with:	Senior staff from other Family Relationship Services programs across Australia, local community services staff, Albury Federal Circuit Court staff, local legal practitioners and senior staff from other UMFC programs.

3. KEY RESPONSIBILITY AREAS (KRAS)

Consistent with the UMFC values of Participation, Respect, Excellence, Justice and Honesty, this position provides high quality, efficient services through the following Key Responsibility Areas:

<p>KRA 3.1 To lead and oversee supervision, professional practice and training to support the development of high level FRS professional competencies (knowledge, skills and attitudes).</p>
<p>KRA 3.2 To ensure current practice is informed and underpinned by evidence based research with a focus on outcomes, including facilitating the application of relevant research and a sound theoretical approach to professional practice.</p>
<p>KRA 3.3 To manage the development and maintenance of case practice procedures and documentation</p> <ul style="list-style-type: none"> • to standards that reflect best practice and support service delivery and • that comply with all Agency, legislative, regulatory and funding requirements • to support high quality reflective practice, critical thinking and decision making
<p>KRA 3.4 Design implement &/or oversee efficient and effective auditing systems.</p>
<p>KRA 3.5 To undertake delegated Service Manager duties in the absence of the Manager or as directed.</p>
<p>KRA 3.6 Support the Service Manager in leading a culture that promotes child safety through the recruitment, supervision and professional development of staff with particular attention to Aboriginal and CALD cultural safety and children with a disability.</p>

<p>KRA 3.7 Be a role model and assist with the creation and maintenance of a service culture that reflects the Agency values of participation, respect, excellence, justice and honesty.</p>
<p>KRA 3.8 Actively participate as a team member in relevant meetings, professional development processes such as supervision, training and quality improvement processes in line with program and UMFC guidelines and requirements.</p>
<p>KRA 3.9 Actively undertake all OHS requirements appropriate to the position and consistent with legal obligation and UMFC culture, policy and procedure.</p>
<p>KRA 3.10 Other duties/delegations as directed, relevant to the main focus of the position.</p>

4. PHYSICAL REQUIREMENTS OF THE POSITION

(Key of estimated daily requirements: Not Required=0%, Marginal=1-5%, Occasional=6-20%; Regular=21-50%, Frequent=51-70%, Continuous=> 70%)

- Sitting – Frequent
- Computer based tasks – Frequent
- Driving – Occasional
- Lifting – Marginal

5. KEY SELECTION CRITERIA

- 5.1 Tertiary qualification/s** in Social Work, Psychology, Social Sciences, Community Welfare or equivalent. Management/Leadership and Family Dispute Resolution qualifications would be advantageous.
- 5.2 Service Specific Knowledge** – a sound knowledge of the Family Relationship Sector including legal obligations, service delivery standards, current trends/challenges and best practice models of service delivery;
- 5.3 Practice Leadership** – demonstrated ability to take a lead role with staff (both individually and in teams) in relation to professional practice to improve client outcomes through supervision & reflective practice; consultation; research; education; best practice documentation; efficient resource utilisation and effective leadership;
- 5.4 Systems Quality** - demonstrated ability to design, implement & oversee auditing & quality improvement systems including client feedback processes
- 5.5 Emotional Intelligence** – a demonstrated ability to understand and manage oneself and the impact of actions on others, to appreciate difference and to build effective professional relationships.

5.6 Change Management – a demonstrated ability to support the Service Manager in responding to arising issues, a changing FRS landscape, and lead quality improvement and risk management initiatives. And able to tolerate and work with ambiguity and uncertainty.

5.7 Communication – high level computer literacy and highly developed written and verbal communication skills with the ability to successfully communicate complex concepts and ideas to stakeholders.

6. ADDITIONAL ESSENTIAL REQUIREMENTS OF THE POSITION FOR SUCCESSFUL APPLICANTS

6.1 A satisfactory Victorian & NSW Working with Children Check

6.2 A satisfactory Police Check

6.3 Current driver's license

7. WORK CHALLENGES/PRESSURES

- High level leadership & management demands;
- Time constraints;
- Responding to families' expectations and needs;
- Dealing with people with a variety of abilities and needs;
- Dealing with distressed & angry clients;
- Dealing with complexity;
- Adhering to timeframes as per workplans and case practice procedures;

8. SUPERVISION

At UMFC, supervision is considered to be an integral part of service delivery and workforce management. The development and maintenance of skilled and supported workers depends in large part on the support and structured reflection provided by the supervision framework.

Supervision has a number of benefits for workers, clients, and the organisation, including:

- Protection and a commitment to quality service provision for clients through case review
- A forum of accountability for those to whom the worker is accountable (clients, organisation, profession)
- A reflective space for workers to identify their strengths and weaknesses and any personal issues that may impact on their professional practice
- An opportunity for workers to build their skills and identify areas for future development in a supportive environment.

Supervision is a requirement for all workers at UMFC and must, at a minimum, be provided:

- on an individual basis
- for 2 hours per month (pro rata).

9. CONTRACT OF EMPLOYMENT

All persons employed by the agency are employed under contract. Each contract will provide specific information relating to policies and procedures, including the code of conduct, confidentiality and privacy procedure and pre-existing medical conditions which are required to be signed by persons commencing employment at UMFC.

10. DECLARATION OF CURRENT AND ONGOING CAPACITY

1. I have read and understood this Position Description and in signing this document agree that I am capable of fulfilling all of the requirements of the position described both in writing in this document, along with any verbal explanations in terms of:
 - a) The knowledge, skills and attitudes required, and
 - b) My physical and psychological capacity to undertake the work.

2. Additionally I agree to notify the Agency immediately of **ANY CHANGE** in my capacity to meet the requirements as outlined in this position description including any changes in the status of my driver's license, and/or my ability to meet legislative requirements such as the WWC check and police check.

Signed: _____

Attachments: *Organisational Chart*
Agency Brochure
Program Brochure
Benefits of Employment

Witnessed: _____

Date: _____