

Job Description

Position Title.....	Community Referral Officer
Physical Location.....	Naracoorte, South Australia
Geographical Responsibilities.....	South East Region
Appointment Type.....	0.2 FTE (6 Month Contract)
Classification Code.....	As per ACC ECA
Date.....	16 February 2010

JOB SPECIFICATION

Summary

The role requires the Community Referral Officer to make a range of assessments during an initial intake interview. The purpose of the assessment is to make effective referrals for the client to both ac.care services located at the Naracoorte office and other government and non-government services within the community. The worker will be required to be well connected to the Naracoorte community and its' resources in order to provide clients and the community with a range of information.

Reporting/Working Relationships

Based at the ac.care building in Naracoorte and is responsible to the Program Manager, Family Relationship Centre, Mount Gambier.

Special Conditions

- Out-of-hours work will be required.
- Current driver's licence is essential.
- Intrastate travel involving overnight absences may be required.
- A six-month probation period will apply.

Key Responsibilities/Duties

Contribute to the provision of a high quality Family Relationship Centre programs by:

- Providing accurate screening and assessments of families.
- Working closely with other government and non-government agencies to make concise referral processes for clients.
- Providing advocacy and referral services to separating or separated parents that helps them identify issues and options.
- Providing community education strategies on family and relationship issues and the family law system to individuals, groups and community organisations.
- Participating in networking and communication with other relevant service providers to assist on projects of mutual interest.
- Providing culturally responsive family service models and practice.
- Providing comprehensive assessments of issues such as violence and child abuse.
- Contributing to the development, monitoring and evaluation of the programs.
- Participating in supervision.
- Participating in professional development opportunities to maintain and develop skills and knowledge.
- Maintaining up to date information on services available to the community.

Promote quality outcomes for clients in direct service delivery by:

- Assisting parents who may not be in dispute regarding their children but need help in setting out their arrangements.
- Developing excellent rapport with clients and the community.
- Assisting parents and families to access existing supports and services.
- Advocating with and on behalf of clients for their rights and empowerment.
- Being accountable to clients through constructive responses to feedback.
- Taking part in the development of strategies and research projects designed to increase community knowledge of family and relationship issues and the family law system.
- Helping parents understand the financial and emotional impact on their children of using the courts to resolve parenting matters.
- Providing accurate information to clients and the community.

Contribute to the effective management and promotion of the agency by:

- Assisting in policy development.
- Working collaboratively with other agency staff and service providers.
- Participating in the ongoing quality assurance program of ac.care.
- Representing ac.care on committees and working parties.

Contribute to the maintenance of a safe and congenial working environment by:

Taking reasonable care to:

- Protect one's own health and safety at work.
- Avoid adversely affecting the health or safety of any staff member through any act or omission at work.
- Report any observed risks and hazards.
- Obey any reasonable instruction that ac.care has given in relation to health or safety at work.

- Comply with all policies published by ac.care that apply to the workplace.

Taking responsibility to:

- Treat colleagues with respect, courtesy, fairness and good faith
- Promote cooperation with colleagues to further common interests and concerns
- Practice principles of good teamwork

Other duties as directed which are coincidental to the position.

Essential Minimum Requirements

Education/Vocational Qualifications

- Nil.

Experience

- Intake and Assessment
- Risk Assessments

Personal Abilities/Aptitudes/Skills

- Excellent communication skills (listening, written and verbal).
- Ability to undertake assessments and screening of families.
- Ability to establish rapport and maintain a positive relationship with client group.
- Ability to manage time effectively, set priorities, plan and organise workload and achieve client specified outcomes.
- Demonstrated ability to function as a cooperative member of a team to achieve team objectives.
- Demonstrated ability to liaise and negotiate with clients and service providers.
- Ability to relate to, and work with people from diverse cultural groups.
- High level of conflict resolution and advocacy skills.
- Ability to interpret legislation, policies and procedures within a practical context.
- High level of analytical and problem-solving skills.
- Commitment to ongoing learning.
- High degree of credibility and professionalism.
- Ability to respond to challenging situations in a flexible manner.

Knowledge

- Comprehensive knowledge of issues affecting clients – e.g. sexuality, drug use, domestic violence, child protection, mental health.
- Knowledge of child inclusive practices.
- Knowledge of issues pertaining specifically to rural areas.
- A general understanding of equal opportunity and social justice principles.
- Knowledge of community services and resources available to assist clients in the South East region.

Desirable Characteristics

Education

- Professional qualifications in a relevant human services discipline.

Experience

- Ability to identify and respond to changing community needs.
- Working with people who are in high levels of conflict.

Personal Abilities/Aptitudes/Skills

- Nil.

Knowledge

- Knowledge of the Family Law Act

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