

Position Description

Position Title:	Information and Referral Officer
Program/Section and/or Portfolio:	Family Relationship Centre, Community Wellbeing
Location:	Shepparton with outreach to Bendigo
Reports To:	Team Leader, Dispute Resolution Services
Award and Classification:	<i>Social, Community, Home Care and Disability Services Award 2010, Level 4</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,

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Policy and Advocacy, Business and Service Development, Social Enterprise, Professional Practice, Research and Development and other strategic projects and service development.

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 and Kyneton. 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 Information and Referral Officer will provide accurate service information regarding Family Dispute Resolution and Property Dispute Resolution or other related services for our clients. They will also complete the intake functions required for clients to enter the service, complete initial screening questions relating to client safety and provide referral options when required. Other responsibilities include electronic service file creation, accurate record keeping and other related administrative tasks.

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- Family Dispute Resolution	<ul style="list-style-type: none"> • Conduct phone based, online or face to face intake assessments to determine service suitability • Undertake brief screening risk assessments and implementation of brief intervention strategies if required with support from the Team Leaders or Manager • Provide a professional and timely response to service users seeking support or information regarding Family and Property Dispute Resolution services • Provide information about other relevant services including completing referral pathways when suitable • Complete initial forms and data entry • Create electronic service files • Provide information regarding children's needs in relation to age appropriate emotions, physical and social needs and to ensure that children's best interests are achieved • Provide information to and manage enquiries/requests from members of the public, community agencies, lawyers, counsellors and other professionals • Liaise with other members of the Dispute Resolution service when required, including Practitioner's, Administration staff, Team Leaders and the Program Manager • Manage high conflict clients who may present through the intake process

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	<ul style="list-style-type: none"> • Provide other duties as required
Reporting/Data Collection	<ul style="list-style-type: none"> • Collect information as required for electronic CCVT client management system to ensure timely data collection, file management and reporting. • Meet organisational expectations in regard to productivity, data quality, and outcome measurement
Program Development and Quality Improvement	<ul style="list-style-type: none"> • Maintain quality case files • Contribute to the development and maintenance of policies and procedures where appropriate • Contribute to ongoing Quality Improvement as required. • Ensure confidentiality as described in section (10H) of the <i>Family Law Act 1975</i> is maintained at all times. • Support a culture of Occupational Health and Safety at all times
Supervision and Teamwork	<ul style="list-style-type: none"> • Attend and participate in individual supervision as required • Attend team and other staff meetings as required • Work in collaboration with the Family Dispute Resolution team and other relevant staff and programs within Catholic Care Victoria • Seek out opportunities for professional development • Participate in quality assurance activities and regular performance appraisals • Promote teamwork through the sharing of skills and knowledge

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 general direction of the Team Leader, Dispute Resolution Services, Shepparton. The Team Leader reports to the Manager Dispute Resolution Services.

Position/s Reporting to Information and Referral Officer:

Not applicable.

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:

- operates as a member of the Family Dispute Resolution team
- works co operatively with other Catholic Care Victoria employees and collaborates with other Catholic Care Victoria teams and management structures

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External Relationships:

- networks such as Family Law Pathways
- other community services that support client base including: Child and Family services, community legal services, Victoria Legal Aid, Family violence services

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.

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:

- *Code of Ethics and Conduct for CatholicCare Victoria;*

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- information privacy and confidentiality;
- Equal Opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

Key Requirements

Qualifications and/or Training

1. Experience and/or qualifications appropriate to the position.

Experience

2. Demonstrated experience working in program or agency intake systems, assessing need and applying screening and risk assessment frameworks.
3. Experience in the creation of client service files.
4. Experience in managing high conflict personalities in client presentations.

Knowledge, Skills and Attributes

5. Demonstrated knowledge of broader client services system, legislation, support services and organisations.
6. Demonstrated skills in engaging individuals with complex needs in telephone work, face to face and on online platforms.
7. Well-developed written, verbal, interpersonal and service collaboration skills.
8. Supports a culture of respectful relationships and behaviour across the organisation.
9. Ability to demonstrate culturally sensitive practice, inclusive of the needs of Aboriginal Torres Strait Islander peoples, LGBTIQ and CALD communities.
10. Proficient in the use of MS Office, databases and knowledge of a range of IT programs.

Child Safety

11. 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.
12. Demonstrated knowledge and application of child safe legislation, principles, standards and practices.
13. 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).
- NDIS Screening (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.

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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 1975*.

Signatures

This section is to be signed upon appointment:

Name:	
Signature:	
Date:	

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