

## Position Description

# Coordinator, Family Law Services, West Kimberley and Pilbara

## Our Vision and Purpose

Anglicare WA has a vision of a just and fair Western Australia where everyone can thrive. Our purpose is to drive positive outcomes for those in need and challenge barriers to thriving.

## Our Values

At Anglicare WA, we are:

### All about People

We show respect and compassion, placing people at the heart

### Focused on Strengths

We believe in and amplify the strength of people and communities

### Fiercely Inclusive

We make sure everyone can belong

### Trusted Partners

We walk alongside and inspire trust

### Curious and Creative

We seek new ways to do better

### Gutsy and Courageous

We tackle difficult issues, speak up and take action, even when it's hard

## Team Purpose and Contribution

Family Law Services offer a range of programs that assist separated parents and their children to come to terms with a different family situation. The aim of Family Law Services is to strengthen family relationships where separation is being considered or has actually occurred. The service also spans property mediation.

## Role Purpose and Contribution

Support the provision of high-quality Family Law Services within the West Kimberley and Pilbara area.

## Role Relationships

This role:

- Reports directly to Service Manager, West Kimberley
- Works closely with Family Law Services staff
- This role supports Service Managers and clients accessing counselling services and works closely with Practice Consultants and the Family Law Services team

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## Key Responsibilities

This role will **lead and inspire** by:

- Managing the Family Law Services team in the West Kimberley and Pilbara to ensure the delivery of a person centred, high quality service.
- Recruiting and inducting appropriately skilled and qualified family law services staff.
- Provide line management to the Family Law Services team including reflective practice supervision, probation and performance development plans.
- Contributing to budget planning in conjunction with the Service Manager.

This role will **support referrals and assessment** by:

- Managing waitlist for the programs in consultation with the Service Support Officer.
- Coordinating services and monitoring the number of internal and external referrals.
- Referring clients to other services as needed.

This role will **deliver a person-centered service** by:

- Maintaining a small family dispute resolution and child inclusive practice caseload of more complex cases.
- Liaising with Practice Consultants in response to complex cases, subpoena's and practice related matters.
- Working in a culturally safe manner.
- Embracing principles of inclusion in all aspects of work, with both clients and staff.

The role will **ensure quality of services** by:

- Coordinating and facilitating Case Reviews/Management meetings.
- Conducting case audits to ensure that policies and processes are being adhered to.
- Facilitating Critical Incident and Serious Issues meetings as necessary.
- Responding to client complaints in line with agency protocols.
- Actioning risk management strategies in line with policies and procedures.

The role will **support the continual development of Family Law Services** by:

- Assisting in development and maintenance of quality processes.
- Remaining abreast of professional trends and literature relevant to family dispute resolution and therapeutic interventions in matters such as separation, child inclusive practice and parenting.
- Contributing to the development of policies and procedures as directed.
- Liaising regularly with Service Manager on strategies for the continuous quality improvement of service delivery and workplace culture.

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- Participate in and facilitate staff meetings and training when required.

This role will **build and maintain relationships** by:

- Working with staff members, other organisations, community.
- Representing the agency on appropriate external committees.
- Acting as the primary contact for relevant stakeholders.
- Attending and participating in team and staff meetings.
- Contributing to an inclusive workplace which “lives” Anglicare WA’s values.

This role will contribute to **outcomes measurement** by:

- Assisting Service Manager in ensuring that statistical reporting and document management is undertaken in line with agency needs.
- Contributes to the development of Service Reports.
- Support team members to improve their social impact in the region.

Other duties as required.

## Key Outcomes and Impact

The impact of this role will ensure the organisation has:

- Service Integration
- Adherence to Policies and Procedures
- Supervision and Staff Training
- Compliance of contractual requirements
- Practice excellence within the sector

## Person Requirements

### Knowledge and Experience

#### Essential

- Demonstrated experience in leadership and program management in the family law services sector
- Demonstrated experience in providing supervision and case management
- Knowledge and application of current theory and practice in relation to family law services and family dispute resolutions regulations
- Understanding of the issues relating to family and domestic violence and child abuse/neglect
- Excellent skills in written, oral and interpersonal communication

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- Ability to articulate and reflect upon personal and professional values
- Ability to be proactive and work independently as required
- Demonstrate knowledge of relevant legislation relating to family dispute resolution, child protection, VRO's and family and domestic violence

## Qualifications and Licenses

### Essential

- Tertiary qualification - Degree in Social Work, Psychology or related discipline with minimum 5 years post qualification experience
- Post Graduate qualification in Family Dispute Resolution.
- Eligibility for membership of appropriate professional association
- Possess a current National Police Clearance
- Possess a current Working with Children Check

## Motivation and Behaviours

- Ability to work within the Christian ethos of Anglicare WA.
- A commitment to the purpose and values of Anglicare WA.

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