

POSITION DESCRIPTION

Position Title:	Manager – Post Separation Services (PSS)
Position Type:	Full time, ongoing
Location:	Wagga Wagga NSW, and Deakin ACT
Reporting Relationship:	Director Post Separation Services
Position Classification:	The position is classified at Band F in accordance with skills and experience aligned with the RACR Enterprise Agreement
Reviewed on:	September 2024

Relationships Australia Canberra and Region (RACR) honours Australia's First Peoples. We expect every member of staff agrees to work towards their own cultural awareness and fitness and participate in cultural training and discussions their work with our organisation.

Position Summary:

Post Separation Services (PSS) refers to the family dispute resolution (FDR) service, family relationship service, Children's Contact Service, Senior Relationship Service or any other services relating to separated or separating families delivered by RACR. It also refers to any group work or project that operates as a post separation service and other forms of mediation (for example, workplace mediation).

This role supports the Director, PSS and is the direct line report for the Senior Practitioners, PSS and is responsible for overseeing quality service provision by the PSS teams located in the ACT, South Coast and Riverina regions.

Duties:

The Manager is responsible for:

- Leading and developing the practitioners delivering specialist services, including operational and administrative management.
- Coordinating reviewing and managing allocated human and material resources to facilitate a high standard of care including performance skill mix, roster development and leave planning.
- Providing leadership and having accountability for the development, management, reporting and evaluation of team activity against targets and governance requirements.
- Ensuring client data is accurately collected by practitioners and working collaboratively to ensure the correct processes are followed to support program evaluation, informing the continuous improvement of services is based on feedback from clients and emerging research and practice.
- Contributing to policy development, leading their implementation, and actively participating in planning and maintaining professional standards for the team. This collaboration involves working closely with the Director PSS and staff.
- Collaborating with the with the Senior Leadership Team to engage stakeholders and identify innovative opportunities for the RACR client group.
- Coordinating performance management processes, orientation and training and provide support for learning and development requirements for staff & trainees in collaboration with the Senior Leadership Team.

- Demonstrating a commitment to the safety (including cultural safety) and the wellbeing of children and young people and support RACR's adherence to the National Principles for Child Safe Organisations by attending child safe training and demonstrating child safe principles in their work and interaction with others.
- Actively participate in the development, implementation and maintenance of a safe and healthy workplace and take reasonable care to ensure the health and safety of staff and clients.
- Performing other duties as requested, consistent with the classification of the position and in line with the principles of multi-skilling.

Essential Selection criteria

1. Tertiary qualification in counselling, social work, psychology, law, social science or related field.
2. Demonstrated experience in leading, managing and supervising teams in the community sector or government organisation.
3. Demonstrated understanding of the drivers, contributing factors, assessment and risk management relevant to family violence, and experience and skills in the use of a systematic framework.
4. Demonstrated ability to work collaboratively with multi-disciplinary teams to facilitate a smooth transition for clients who may need other services or supports.
5. Highly developed interpersonal, oral and written communication skills and computer and data literacy.
6. Knowledge and understanding of the National Principles for Child Safe Organisations and demonstrated ability to integrate principles into own learning and work practices.
7. Demonstrated experience working with diverse cultural communities and knowledge of issues facing Aboriginal and Torres Strait Islander peoples and culturally and linguistically diverse individuals and communities, and LGBTIQ communities.

Desirable Selection criteria

1. An appropriate qualification in mediation or *FDRP* accreditation and/or completed the six compulsory units from the Vocational Graduate Diploma of Family Dispute Resolution or the higher education provider equivalent.
2. Current registration or membership with any of the following: Australian Health Practitioners Regulation Agency (AHPRA), Australian Association for Social Workers (AASW); Psychotherapy and Counselling Federation of Australia (PACFA) and Level 2 or above Australian Counselling Association (ACA).
3. Knowledge of the *Family Law Act 1975* and court procedures where family law matters are heard.

Special requirements

- Capacity to work outside of normal business hours occasionally and willingness to travel to support RACR services in various office locations
- Must provide current proof of registration for the NSW Working with Children Check/ ACT Working with Vulnerable Persons card
- Commitment to mission and values of Relationships Australia Canberra & Region.
- Understand and embed restorative principles in their work and interaction with others
- Prepared to undertake a police check



PAID PROFESSIONAL DEVELOPMENT

Individual allocation to increase professional skills and knowledge.

Contributions to professional registration costs.



PAID STUDY LEAVE

Ability to apply for specific study leave of two weeks each year



FLEXIBLE WORK OPTIONS

Supportive conditions for work life balance

Flexible rostering including part time options

Working from home or remote locations



LEAVE PROVISIONS

Paid Parental leave



Ability to purchase up to an additional two weeks of leave each year



End of year shut down paid leave

ENTERPRISE AGREEMENT



Above award provisions that benefit employee

WORK WITHIN YOUR COMMUNITY



Opportunity to enhance the lives of others and assist people to live a safe, inclusive and valued life

NOT FOR PROFIT SALARY PACKAGING



Ability to reduce your taxable income, meaning you may pay less tax on your income

PROFESSIONAL SUPERVISION



Structured clinical supervision to support and reflect on work practices, experiences, and enhance development and professional growth

EMPLOYEE ASSISTANCE PROGRAM



Free and confidential sessions for employees and immediate family members