



JOB DESCRIPTION

Position Title:	Practice Manager – Post Separation Services (PSS)
Reports to:	Director Operations - Riverina
Position Classification:	The position is classified at band F in accordance with the RACR Enterprise Agreement
Remuneration:	\$103,579.16-\$109,228.57 per annum for full-time plus superannuation and PBI benefits
Reviewed:	August 2022

Relationships Australia Canberra and Region (RACR) honours Australia's First Peoples. RACR expects every member of staff to work towards their own cultural awareness and fitness and participate in cultural training and discussions during the course of their work.

The Role

The Practice Manager, Post Separation Services (PSS) is required to develop, maintain, and manage the quality of the Post Separation Services Team within Relationships Australia Canberra & Region (RACR). Post Separation Services include, Family Dispute Resolution (FRD) service, the Family Law Pathways Network (FLPN) and the Children's Contact Service (CCS). It may also include any group work or project that relates to post separation service.

Duties

In consultation with the Director Operations - Riverina, the Practice Manager – Post Separation Services is expected to:

- Lead and manage the PSS Team, providing clinical support and supervision, coaching, mentoring and feedback on performance to staff involved in delivery of the PSS Programs.
- Play a key role in identifying and realising new development and funding/contract opportunities to enhance and support RACR's strategic objectives.
- Maintain and participate in RACR cultural fitness and diversity initiatives.
- Extend the scope of community engagement to ensure that RACR is present and contributing at relevant sector and government networking events and interagency committees.
- Contribute to the implementation of the risk and safety screening of all clients with a framework for appropriate safety planning, referrals to other supports required by the client.
- Ensure that the outcomes and outputs of all PSS programs achieve success against organisational objectives and operational plans.
- Financial management of allocated budget to agreed strategic objectives, including monitoring expenditure, allocation of resources, management of salaries and staff expenses.
- Work in partnership with other Practice Managers and colleagues in Service Support areas to ensure the delivery of consistent and high-level services.
- Act as a member of the Senior Leadership Team (SLT), supporting the leadership of RACR and contributing to consistent direction and practices across the organisation.

- Contribute to quality program compliance, documentation and data completed within our client management systems, evaluate and review on a timely basis.
- Work proactively with the senior leadership team to develop innovative service options and policy development across service disciplines.
- Ensure strategies and approaches to developing and maintaining team and organisational morale and wellbeing are supported and implemented within the team.
- Work collaboratively to ensure a positive and welcoming experience for all clients.
- Adhere to child safe principles, and contribute to the development, implementation and maintenance to promote a safe and healthy environment for staff and clients.
- Articulate organisation vision and values, strategic and operational goals to PSS teams and help the team translate this into practice.
- Participate in the development, implementation and maintenance of a safe and healthy workplace and take reasonable care to ensure health and safety of themselves and others.
- Work towards, develop and maintain cultural awareness and fitness through participation in cultural training, discussions, and diversity initiatives and
- Perform other duties as requested, consistent with the classification of the position and in line with the principle of multi-skilling.

Selection Criteria

1. An appropriate tertiary qualification in social sciences, social work, psychology, law, counselling, clinical work or a related area.
2. Graduate Diploma in Family Dispute Resolution (or the higher education provider equivalent)
3. Accreditation under the National Mediation Accreditation Scheme (or willing to obtain).
4. Demonstrated experience in leading, managing and supervising staff (in particular, experience and skills in clinical supervision of family dispute resolution practitioners/mediators/child contact services) in the community sector and/or Government.
5. Demonstrated experience and skills in clinical practice in the family dispute resolution and in children contact service delivery.
6. Demonstrated experience in mediation and child inclusive practice, crisis intervention models, grief and loss in the context of family separation and child development and legislative requirements of mandatory reporting as well as knowledge of the *Family Law Act, 1975*, family court procedures and information sharing legislation/protocols.
7. Demonstrated understanding, experience and skills in assessing and responding to family domestic violence including risk management and safety planning.
8. Demonstrated ability to cooperate and work collaboratively across programs to build a positive work environment to facilitate smooth processes for clients who may require other services and supports.
9. Knowledge of particular issues facing minority and diverse communities and ability to respond respectfully, and in particular with Aboriginal and Torres Strait Islander communities.

Special Requirements

- Capacity to work outside of normal business hours to support RACR services.
- Regular travel is required.
- Must provide current proof of registration for the NSW Working with Children Check, and ACT Working with Vulnerable People card.
- Commitment to mission and values of Relationships Australia Canberra & Region.
- Maintains and participates in RACR Cultural Fitness.
- Prepared to undertake a police check.