

POSITION DESCRIPTION

Position Title:	Manager – Post Separation Services (PSS)
Position Type:	Full time, ongoing
Location:	Deakin, ACT or Wagga Wagga NSW
Reporting Relationship:	Director PSS
Position Classification:	The position is classified at Band F in accordance with skills and experience aligned with the RACR Enterprise Agreement
Reviewed on:	March 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 any family dispute resolution (FDR) service, family relationship service, senior relationship service or other services relating to separated or separating families delivered by Relationships Australia Canberra & Region. 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 encompasses practice guidance and management of the Children’s Contact Service (CCS). The PSS Manager is responsible for overseeing high-quality service provision by the PSS teams located in the ACT/South Coast. The Manager is supported by Senior Practitioners and reports to the Director PSS.

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.

Selection criteria

1. Experience in family dispute resolution with qualifications in the field of Law, Social Work, Psychology, Nursing, Occupational Therapy, Counselling, or Social Science. Current registration/membership with at least one 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) **and** FDRP registration with Attorney-General's Department.
2. Demonstrated experience in leading, managing and supervising staff (in particular, experience and skills in supervision of mediators/ family dispute resolution practitioners) in the community sector and/or Government.
3. Demonstrated experience and skills in clinical practice in the family dispute resolution area, including the use of a systemic framework.
4. 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.
5. 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.
6. Demonstrated ability to work collaboratively with multi-disciplinary teams to facilitate a smooth transition for clients who may need other services or supports.
7. Highly developed interpersonal, oral and written communication skills and computer and data literacy.
8. 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 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