



Family Life

Family Relationship Education Worker Frankston Family Relationship Services

Position Description

March 2010

Hours: Full-time (38 hours per week) or part-time (30 - 34 hours per week)
Award: Social, Community, Home Care and Disability Services Award
Remuneration: Social and Community Services Worker Level 6 + 4% above Award + super + Salary Packaging (first \$16k tax free)
Location: Frankston
Flexible working conditions and career development

Vision

Capable communities, strong families, thriving children

Mission

To create caring, capable communities by :

- **supporting and strengthening the most vulnerable families, children and young people**
- **innovating and advocating for social inclusion**
- **growing community connections and contributions for the benefit of all**

Preamble

Family Life is a community service organisation, offering a range of counselling, support, dispute resolution and community building services. Family Life's programs are acknowledged at all government levels for their innovation and whole of community approach. Priority is given to vulnerable families, children and young people. Since its foundation in 1970 volunteers have played a crucial role in the organisation.

The Family Relationship Education Worker is based at Frankston, however from time to time the incumbent may be requested to work from, or be based at, other Family Life sites.

Key Objectives

1. Develop, provide and promote Family Relationship Education Skills & Training (FREST) services for Family Life Frankston and Mornington Peninsula.

Accountability

The Family Relationship Education Worker is accountable to the CEO through the allocated line manager.

Performance Review

All staff are required to participate in an annual Performance Appraisal and development of an Annual Learning Plan.

Key Responsibilities

Planning, Administration and Reporting

- Participates in the development of the Family Relationship Education Services in consultation with the Team Leader and Manager.
- Implements the Family Relationship Education program provided by the service.
- Implements administrative arrangements for education programs as designated by the Team Leader.
- Supports volunteers assisting with training and service promotion in consultation with the Team Leader.
- Ensures all programs are advertised through a variety of media to promote public awareness and community engagement with Family Relationship Education opportunities.

Family Relationship Education and Skills Training Programs

- Facilitates programs as required.
- Evaluates and modifies content of relationship education and skill training programs in consultation with the Team Leader.
- Participates in the development and implementation of new programs for the community and engages external agencies to co-facilitate or provide courses in partnership with the Family Relationship Services Team.
- Participates in the development of policies and procedures for Education and Skills Training programs.

Quality Assurance and Customer Service

- Participates in continuing professional education.
- Assists in the development and maintenance of quality processes.
- Liaises regularly with the Family Relationship Centre Service Team Leaders and Manager on strategies for the continual improvement of services.
- Ensures that a customer service perspective is reflected in all aspects of the service.

Marketing

- Supports and implements marketing strategies for programs as outlined in the marketing plan and in consultation with the Team Leader and Manager at Frankston and Family Life Community Relations Manager.
- Promotes Family Relationship Education and related services to the community and other agencies as required.

Other

- Perform other duties consistent with the position as required by the Agency and consistent with meeting the contractual and compliance obligations of the Agency as these may vary over time.

Key Selection Criteria

Essential

Qualifications

- Tertiary qualifications in social services and/or group work or related fields.
- Must have current drivers license valid in Victoria.

Experience

- Experience in designing, facilitating and evaluating educational groups.
- Experience and understanding of electronic information provision including use of website information and links.

Skills

- Facilitation skills to conduct education courses, and make presentations to groups.
- Written communication skills to develop course materials.
- Interpersonal skills to liaise, cooperate and negotiate with others, motivate participants, resolve conflict and contribute to the team.
- Advanced computing skills including word processing, spreadsheets and website updating.
- An understanding of websites and linkages to external information sites.
- Organisational skills to assist in the administration of education programs.
- Ability to assess risk and refer for participants who present with concerns regarding intent to harm self or others.
- Computer skills (intermediate level, or above) in a Windows environment including word processing, data collection and entry, internet and email.

Knowledge

- Knowledge of current theories and practices in individual, family and child relationship education.

Attributes

- Ability to initiate opportunities, work as a member of a team, be innovative and flexible.

Desirable

- Social work, psychology, behavioural sciences, and group work training.
- Certificate IV in Workplace Training.
- Ability to work with families that have experienced family violence, CALD and indigenous families.
- Marketing skills to identify client needs develop and promote services.
- Adult education.
- Fluency in a second language, other than English.
- Must have own car.

Additional Information

Any offer of employment is subject to a satisfactory Police Records Check and Working With Children Check.