

POSITION DESCRIPTION

Client Services Officer – Family Relationship Centre

Department or Program:	Family Law Services Counselling & Relationship	Award and Level (if applicable):	SCHADS Level 4
Division:	Families Division	DATE of Approval	June 2019
Risk Assessed Requirements:	WWCC: Police Check:		
Accreditations/ Memberships:			

PURPOSE OF THE POSITION

The purpose of this role is to provide a high level of customer service to clients as they access the Family Relationship Centre seeking information and support in relation to family law and relationship matters. The role will also provide front line support and assistance to all staff and visitors to the site in a helpful and professional manner, and administrative support for the protocols and processes of the Centre. The role is conducted in accordance with a person-centred approach, CatholicCare's Mission, Vision and Values, and CatholicCare's Code of Ethics and Conduct.

KEY ACCOUNTABILITIES

- Perform the duties of the role in accordance with CatholicCare's Mission, Vision and Guiding Principles
- Contribute to CatholicCare's capacity to enhance its service provision and scope within the Family Law environment by contributing to the development of effective service delivery models.
- Ensure the delivery of person-centred approaches to meet the diversity of client needs.
- Ensure services are culturally sensitive to the circumstances and needs of individual clients.
- Ensure the services being provided to clients are being delivered in a timely manner, including information and assistance to obtain additional services within CatholicCare where appropriate
- Apply and monitor administrative processes at the Family Relationship Centre to ensure that client enquiries, scheduled service interventions and program accountabilities meet relevant guidelines and accountabilities.
- Promote a positive relationship between all staff involved in service provision.
- Provide administrative assistance required for the functioning of the Centre and to the Family Law Services Manager as required.
- Undertake appropriate WHS training and comply with Catholic Care WHS policies and procedures. This includes job specific requirements as well as minimising any potential risks and reporting any hazards or incidents you may observe of be involved in.
- Other duties as directed from time to time.

KEY COMMUNICATIONS

The role works closely with the local community accessing the Family Relationship Centre, and with staff including the Manager of Family Law Services and the Manager of Relationship Services, Post Separation Case Managers, Family Dispute Resolution Practitioners and Relationship Counsellors.

KNOWLEDGE, SKILLS, QUALIFICATIONS AND EXPERIENCE (SELECTION CRITERIA)

1.	Ability to undertake the duties of the role in accordance with CatholicCare Sydney's Mission, Vision and Values.
2.	Relevant qualifications in Community Welfare (minimum - Certificate III in Community Services) and/or equivalent experience working in the Community Services sector.
3.	Demonstrated understanding of the social and legal impact of issues including separation, high conflict, family violence and child protection, and high level skills to assist clients in identifying and accessing appropriate support from our suite of post separation and relationship services.
4.	Exceptional customer service and problem solving skills.
5.	Demonstrated understanding of the particular needs of and challenges faced by clients from diverse communities, and demonstrated capacity to effectively support clients from CALD and ATSI backgrounds.
6.	Demonstrated ability to plan, organise, set priorities and meet deadlines
7.	Sound administrative skills including competence with Microsoft Word and technology.
8.	Working with Children Check and National Criminal Record History Check.

* CatholicCare reserves the right to vary this position description in response to its changing needs.