

POSITION DESCRIPTION

Position Number	1117
Position Title:	Family Adviser
Position Type:	Full Time
Positions Level:	SCHADS Level 4
Location:	Darwin & Alice Springs
Direct Reports:	Nil
Responsible To:	Director - Practice Quality

About Relationships Australia Northern Territory

Relationships Australia - Northern Territory (RA-NT) is a community-based, not-for-profit, non-government organisation providing a broad range of services, which are for all members of the community regardless of religion, belief, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances.

Our clients are often dealing with complex and sensitive situations, so we look for employees who are understanding, knowledgeable and genuinely care about the wellbeing of others.

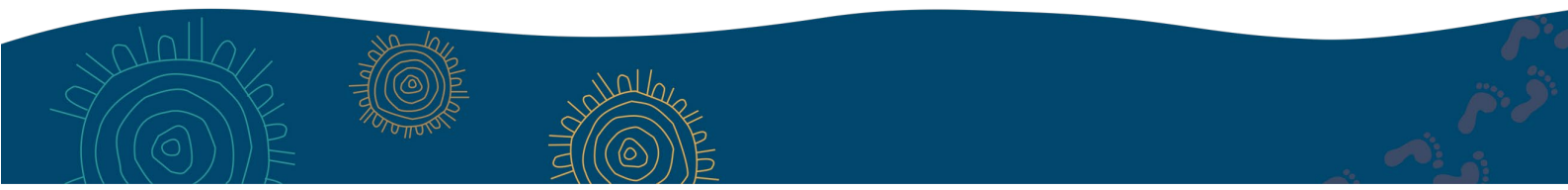
Purpose

We empower individuals, families, and communities to grow through a rich culture of belonging, connection, and respectful relationships.

Values

Fostering an organisational culture that embodies the following values is at the heart of how we operate at RA-NT:

Value: <i>Listen with compassion</i>	This means: We care deeply for each other and our clients. We are committed to listening with curiosity and empathy, and to providing a space for people to feel safe and supported.
Work together with respect	Relationships and the way we connect with each other are our lifeblood and are core to building each other up and working towards growth and healing.
Celebrate difference and promote fairness	We embrace diversity and prioritise inclusion, equity and self-determination. We are strong in our commitment to social justice across ages, gender, cultural and financial differences.
Strive for quality and trust	We value honesty and truth, and we do what we say we will do with a commitment to quality and professionalism. We are always learning about our clients, ourselves and best practice, to deliver the best services and programs that we can.



Position Statement

The Family Adviser provides effective screening, support and referral services to clients of Relationships Australia NT (RA-NT). The position undertakes case management of sensitive client matters, enhances client and staff safety, and works collaboratively across RA-NT programs with counsellors, mediators and other personnel. In addition, the Family Adviser will work closely with other service providers by engaging in targeted outreach activities.

The Family Adviser is required to meet and comply with all relevant legislation and RA-NT policies and procedures, in particular the Behaviour Standards outlined in our Safeguarding Children and Young People Practice and Behaviour Guidelines. The Family Adviser actively participates in cultural safety and cultural fitness to ensure high standards of service for First Nations and Culturally and Linguistically Diverse clients.

Key Accountabilities and Deliverables

- Provide a professional first point of contact for clients accessing Relationships Australia NT and assess for suitability and/or assist clients with referrals to other appropriate services.
- In collaboration with clients and from a strengths based approach, develop safety plans to address immediate support needs.
- In collaboration with clients and from a strengths based approach, complete an initial and ongoing assessment of risk of Domestic, family and Sexual Violence and client needs and provide timely and accurate referrals to relevant services as required.
- Work collaboratively with RA-NT personnel across the range of programs to undertake internal referrals and best place clients into the service most suited to their needs.
- Network with other agencies and service providers to ensure that clients are provided with up-to-date and comprehensive range of options and referrals.
- Participate in other service provision, including the facilitation of educational groups, seminars and outreach.
- Actively engage and participate in individual as well as group supervision and case consultation.
- Maintain accurate and thorough clinical case notes, client, and administrative records in accordance with organisational guidelines.
- Participate in a range of practical tasks that facilitate an effective provision of RA-NT services.
- Provide a high level of confidentiality regarding client and organisational matters and promote a positive image of the organisation in the community.
- Promote RA-NT's services, through professional and community networking, public information sessions, and other public relations and promotional activities, as required.
- Contribute effectively to a multi-disciplinary team environment and assist in general administrative or other duties as required.
- Undertake other duties or special projects and provide other assistance as directed by the Manager.

Qualifications and Experience

Essential

- Tertiary qualifications in Social Work or other relevant areas with eligibility for membership of relevant professional associations (e.g., AASW, PACFA, ACA).
- Demonstrated experience in working in a professionally competent manner in a human services setting and an ability to engage distressed clients to identify their support needs, both in person, online and by telephone.
- Ability to demonstrate professional competence appropriate to screening and assessment of people experiencing family and other relationship issues.
- Demonstrated case management experience including all aspects of information recording, file administration, and liaison with service providers to deliver effective client services.
- Advanced level of administrative skills and experience in the use of IT databases and computer systems.
- Experience in provision of referral options for clients to access appropriate services.
- Knowledge of current theory and practice relating to family relationships and a demonstrated understanding of the relevance of domestic violence and child protection considerations when assessing a client's needs.
- Demonstrated capacity to maintain confidentiality over sensitive client information and to contribute positively to a multi-disciplinary team environment.
- Experience in the provision of services to Aboriginal and Culturally and Linguistically Diverse clients and a willingness to participate in cross-cultural training and events.

Desirable

- Exposure to or understanding of not-for-profit organisations.

Requirements

- A satisfactory Northern Territory working with children check (Ochre Card).
- A valid NT Drivers License
- A satisfactory national criminal history check.
- A commitment to our Safeguarding Children Practice and Behaviour Guidelines.

Acknowledgement

I have read, understood, and accept the position as documented in this position description.

Please note that Position Descriptions are under constant review and may be changed by the Chief Executive Officer, after consultation, at any time.

Employee Name (Please Print):

Date:

Reviewed by:	Human Resources	January 2025
Review due by:	Human Resources	January 2026
Approved by:	Chief Executive Officer	January 2025