



POSITION DESCRIPTION

POSITION DETAILS

Title	Family Reconciliation Worker
Position Number	PD024
FTE & Duration	Part Time Ongoing (32.0 hours per week)
Classification	Level 3
Qualification	Relevant tertiary qualifications in Social Work, Community Services, Social Science, or other relevant tertiary studies
Reports to	Team Leader Adolescent Engagement
Direct Reports	NA
Location	118-124 Pine Avenue, Mildura
Approved By	CEO

ORGANISATIONAL CONTEXT

MASP is a not-for-profit community-based organisation with a long history of service provision to disadvantaged and vulnerable members of our community.

MASP delivers a range of services to children, youth, families, and people with a disability. We focus on outcomes for our clients and seek therapeutic models of care and a trauma-informed approach.

We seek to be the benchmark organisation by which others model themselves.

Further details about MASP can be found on MASP's website www.masp.org.au

ABOUT US

Purpose: To empower our community to be free from homelessness, abuse, poverty, and disadvantage.

Vision: Thriving Mallee communities, with individuals and families equipped to lead safe, secure, healthy, and fulfilling lives.

OUR VALUES

CONNECTED: We nurture trusting, collaborative, and inclusive relationships.

ACCOUNTABLE: We employ authentic, competent, evidence-based practice.

RESPONSIVE: We demonstrate kind, flexible, timely, and personalised care.

EMPOWERING: We cultivate a strengths-based and enabling environment.

SAFE: We embrace a culturally safe, trauma informed, and dependable ethos.

POSITION OVERVIEW

The position is a standalone position delivering a more intensive and targeted approach to addressing family conflict and issues with the young person and parent/carer. Family Reconciliation is envisaged as short to medium support working with families who are in crisis.

The worker is required to work with the young person and/or parent/caregiver to build better relationships, find strategies in which to assist the young person and carer to cope with conflict and to provide a holistic approach that will provide foundations for positive family connections.

KEY RESULTS AREAS

The Family Reconciliation Worker is responsible for the following Key Result Areas:

SAFETY – Uphold a commitment to WHS, putting the safety of your team, co-workers, visitors, clients, and yourself first every time.

PEOPLE – Contribute to the success of MASP through facilitating collaboration, high performance and working with respect.

FINANCIAL – Assist in ensuring expenditure within Family Reconciliation is maintained within budgetary guidelines.

STRATEGIC – Commit and contribute to achieving the MASP business strategy within the Homelessness Support program.

OPERATIONAL – Delivery of outstanding and industry leading services to all MASP Housing Access & Family Reconciliation clients.

CONTINUOUS IMPROVEMENT – Demonstrate a commitment to continuous improvement within the Homelessness Support Team.

KEY PERFORMANCE INDICATORS

Some of the Key Performance indicators for success in this role are:

1. Assess and accept appropriate referrals.
2. Conduct sessions with the young person and parent/caregivers to determine the possibility of mediation and establish the suitability of family mediation in reference to the emotional ability, confidence, level of knowledge and self-awareness, mental health and/or family violence.
3. Conduct ongoing meetings to establish the key issues between the young person and their parent/caregiver and prepare both for mediation or conflict resolution.
4. Conduct family dispute resolution sessions using the theoretical concepts and practices of mediation and conciliation.
5. Provide assistance to identify/clarify client's problems and disputes by supporting them to identify their strengths and weaknesses.

6. Develop and implement appropriate intervention programs by drawing on a range of family intervention models including family therapy, family mediation models and family group conferencing.
7. Liaise and negotiate with departmental program areas, broader community services, agencies, local schools and community groups/networks on a range of issues relating to young people.
8. Advocate on behalf of the young person to facilitate access to specialist, generic and community services.
9. Maintain appropriate case notes, statistical data and client records as required by the Department of Families, Fairness & Housing (DFFH).
10. Provide secondary consultation to stakeholders and other services as needed.

Some out of hours / weekend work may be required.

Other duties: The list above is not exhaustive. Occasionally you may be required to undertake tasks outside of these regular duties to support colleagues and share team responsibilities for all aspects of service delivery.

KEY SELECTION CRITERIA

Essential role-specific skills, knowledge and experience

1. Relevant tertiary qualifications in Social Work, Community Services, Social Science, or other relevant tertiary studies (mandatory qualification as required by DFFH).
2. Demonstrated ability to deliver mediation/dispute resolution services.
3. Demonstrated understanding of issues affecting young people and adolescent development.
4. Highly developed assessment skills, capacity to apply a range of intervention strategies, effective problem-solving skills, highly developed interpersonal skills.
5. Experience working with other professionals, government and non-government agencies and services.
6. Sound negotiation and assertiveness skills

Highly desirable role-specific skills, knowledge and experience

7. 8. Case Management Experience

CHILD SAFE STANDARDS

MASP is committed to providing a child safe environment. We demonstrate this by:

- Having zero tolerance for child abuse
- Actively working to listen to empower children
- Having systems in place to protect children from abuse
- Taking all child abuse allegations and concerns very seriously and responding to them consistently in line with our policies and procedures

- Promoting safety for Aboriginal children, children from culturally and/or linguistically diverse backgrounds, and providing a safe environment for children with a disability.

OTHER REQUIREMENTS

All employment is in accordance with Mallee Accommodation & Support Program Ltd's most current Enterprise Agreement and the Social, Community, Home Care and Disability Services Industry Award 2010.

Employees must comply with MASP Policies and Procedures.

Employment with MASP is contingent upon all employees holding the following at the time of commencement:

- Satisfactory Police Check
- Satisfactory Working with Children Check
- Satisfactory NDIS Worker Screening Clearance
- Driver Licence

It is the responsibility of the employee to maintain these checks for the duration of their employment and to the satisfaction of MASP.

Depending upon the role, employment with MASP may also be contingent upon the employee holding the following at the time of commencement:

- Satisfactory completion of a Fit for Work Assessment

New employees are subject to a satisfactory six-month probationary period.

As a condition of appointment to this position, the appointee must disclose any pre-existing illnesses or injuries which may prevent them from carrying out the duties of their position.