

Position title	Mediator/Family Dispute Resolution Practitioner	Reference	FDRP.DWN
Award & Classification	Award: SCHCDS Award Level: 6	Reporting to	Operations Manager - Resolve
Location	Ludmilla	Cost Centre	2100
Section	Post Separation Services	Program	Resolve
Approved	Deputy CEO	Date	16 March 2018

Agency Statement

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

Purpose of the Position

You will provide solution focused professional Mediation / Family Dispute Resolution (includes finances, property and parenting agreements) services primarily for separating couples/ families in accordance with the Family Law Act of Australia and in line with funding agreements, contract requirements, standards and culturally respectful contemporary practices.

You will uphold the values of Anglicare NT and provide quality services within the scope of the position and associated delegations.

Selection Criteria

Position specific requirements

1. Higher education (tertiary) qualification in relevant discipline such as Social Science or Law.
2. Current registration with the Attorney Generals Department as a FDR Practitioner.
3. Prior experience in FDR / Mediation (work with couples / families) with an awareness of Child Inclusive Practice is essential.
4. Advanced customer engagement skills, respectful manner and outcome focus.
5. Willingness to apply flexible practices and demonstrated on the job resilience.
6. Ability to organize and facilitate evidence-based post parenting education (conflict resolution and maintaining a focus on the children individual and group sessions (short courses).
7. Demonstrated teamwork skills and a commitment to maintaining a cooperative and positive workplace.
8. Knowledge of relevant legislation including Family Law, Child Protection, and Domestic/Family Violence and experience in networking and building referral pathways.
9. Well-developed written and verbal communication skills and ability to produce quality reports, timely case notes and official correspondence.

10. Ability to work effectively with people from culturally diverse backgrounds including willingness to use of cultural mentors and interpreters (as required).
11. High standard of proficiency in the use of Word, Excel, Outlook) and ability to become an efficient user of new comprehensive client information management and data collection systems.

General Requirements

1. Demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities and staff.
2. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
3. Northern Territory Working with Children Clearance (Ochre Card).
4. National Police Criminal History Report (less than three months old) with acceptable outcome.
5. Northern Territory Driver's Licence.
6. First Aid Certificate (or willingness to obtain).

Key Accountabilities and Responsibilities

1. Mediation / Family Dispute Resolution (FDR) Practice achieves outcomes

- Provide high quality and effective professional Mediation / FDR services with a focus on negotiating sustainable parenting and/or finance/property agreements for separating and separated couples.
- Provide Mediation / FDR services for separating and separated couples brokered through / referred by the Family Relationships Centre.
- Ensure Mediation /FDR services provided remain in line with Attorney Generals, contracts and best practice guidelines including risk assessments (aggressive behaviours, suicidality, impact on children) and screening for Domestic/Family Violence.
- Ensure Mediation / FDR services have a strong focus on the wellbeing of all parties including children; work closely with the Parenting Orders Program (For the Kids) and Child Inclusive Practice providers.
- Contribute to / co-facilitate Conflict Resolution / For the Kids sessions and short courses.

2. Strengthen and further develop Resolve – Mediation / FDR services

- Coordinate scheduling of permanent and sessional FDR Practitioners to ensure regular work hours and after-hours coverage is sustained (based on service demand).
- Contribute to building internal Mediation/FDR capacity by coaching / supervising new entrant FDR Practitioners.
- Work with Management to 'build the business' including the exploration of affordable fee-paying Mediation services.
- Provide line management and mentoring to any allocated direct reports, undertake performance reviews and development plans; ensure staff are positively engaged with the organisation.

3. Data collection, reporting and administration is timely and of high quality

- Build and maintain advanced working knowledge of client information and data collection management system (Athena – Penelope software).
- Ensure official correspondence, case notes and communications (phone, email and face to face etc) are timely professional and respectful.
- Manage external complaints in line with procedures and escalate as required; ensuring any external

notification obligations are met.

- Contribute to reviewing and updating Mediation / FDR related procedures, templates and intake / assessment, co-mediation processes etc.

4. Contribute to building networks, referral pathways and promoting Resolve services

- Participate and attend approved external networks / interagency forums to share information, strengthen referral pathways and promote services offered through Resolve.
- Strengthen the regional service system as it relates to post separation, conflict resolution and Family Law Pathways by contributing to agreed working parties, consultations and sector development.
- Maintain linkages with Mediation /FRR providers in the NT, including the Community Justice Centre, Relationships Australia, Legal Aid and interstate Anglicare agencies involved in Mediation / FDR work.

Other Duties and Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to Anglicare NT delegations, policies and procedures and general conditions of employment.
- Model Code of Conduct by working cooperatively and effectively with clients, colleagues, management and external stakeholders.
- Comply with funding contracts, operational guidelines, budgets, approved work plans, data collection, reporting requirements and task directives.
- Comply with Anglicare NT's WHS requirements – remain vigilant about the potential for client / customer related behavioural risks and contribute to a safe working environment.
- Support organisational activities linked to Anglicare NT's Reconciliation Action Plan (RAP) including undertaking Aboriginal and Torres Strait Islander cultural competency training.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with team members to address service improvement requirements resulting from client complaints, stakeholder feedback and / or internal or external evaluation processes.
- Keep up to date (read) with emails, staff meeting records, AngliShare (intranet) updates and maintain your knowledge of policy and procedures.
- Contribute to organisational planning and review days, promotional activities, key events and quality improvement and accreditation processes as required.
- Participate constructively in supervision, performance reviews, professional development and training as required.
- Maintain attendance, leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as directed from time to time within skill set, knowledge and scope of practice.

Delegation of Authority

Expenditure, Operational / Administrative, Personnel, Management and Legal – as per current Delegation of Authority Schedule (endorsed by the Board and periodically updated).

This position is graded at an Award Level whereby staff can be allocated for supervision on a temporary or permanent basis. Currently this position has up to 0 staff reporting to it, but this is subject to change.

This position may be asked to provide supervision to students on field placements (where an employee has the qualifications to do so) and / or on the job assistance to new entrant employees