

Position Description

Job Title:	FAMILY DISPUTE RESOLUTION PRACTITIONER		
Job Purpose	This position requires the practitioner to be registered on the Australian Government Attorney General's Department Register of Family Dispute Resolution Practitioners under the Family Law Act 1975 (See Family Dispute Resolution Practitioners Regulations 2008).		
Department:	Customer Services		
Position Type	Permanent / Contract / Casual	Date of Issue:	April 2019
Location	Family Relationship Centres		

1. Working Relationships	
Direct Reports	Nil
Liaises with	Internally: all employees Externally: other Family Relationship Centres, or similar services; other referral sources and external related bodies.
Supervisor	
Manager/ Team Leader	

2. Core Responsibilities	Tasks	Weighting %
2.1 Client Focus We ensure that our customers will receive judgement-free and tailored services that are evidence-informed, responsive, effective, and outcomes focused	<ul style="list-style-type: none"> • Provision of a range of services for families post-separation who are experiencing conflict and are unable to reach agreement regarding parenting arrangements for their children and financial matters. These services include mediation, family dispute resolution, therapeutic family conflict management strategies and child inclusive practice. • Maintaining Family Dispute Resolution service to clients from referral to closure as appropriate, including all clinical and administrative tasks of cases. • Ensures compliance with Work Health and Safety in line with the organisation's WH+S Policy and procedures. • Assess suitability of clients and presenting issues for mediation in 	80%

2. Core Responsibilities	Tasks	Weighting %
	<p>accordance with the requirements of the Family Law Act 1975 and in accordance with organisational policies, procedures and guidelines.</p> <ul style="list-style-type: none"> • Conduct telephone and face-to-face intake and sessions in accordance with organisational policies, procedures and guidelines. • Facilitate mediation sessions with clients, including Child Inclusive Practice where appropriate. • Provide information to clients and potential clients about other options upon separation, including information about counselling and legal processes. Refer clients to other services (internal and external) as required. • Issue Section 60I Certificates as required. • Prepare parenting and property agreements, records of FDR, case records and client letters in accordance with internal and appropriate external competency requirements. • Collaborate in the provision of multi-disciplinary interventions to family's post-separation experiencing high conflict. • Participation in clinical supervision and professional development. 	
<p>1.1 People We are skilled, engaged, innovative, and client focused in delivering high quality services</p>	<ul style="list-style-type: none"> • Contribute to the overall functioning of the team as well as to the improvement of the quality of services provided to clients. 	10%
<p>1.2 Sustainability We ensure our organisation's long term sustainability</p>	<ul style="list-style-type: none"> • Ensuring compliance with Workplace Health and Safety requirements in line with RANSW's Workplace Health and Safety policy and other policies and procedures. 	10%

3. Organisational Competencies

Competency	Descriptor
Building relationships	Pro-actively develops and maintains internal and external relationships to facilitate the achievement of work goals. Collaborates and establishes connection and affinity with others; achieves harmony with others easily and quickly: demonstrates interpersonal sensitivity
Communication	Uses appropriate, effective ways to communicate to different audiences in diverse situations. This includes but is not limited to using a respectful tone and manner; listening actively; writing clearly and accurately in a variety of contexts and formats; listening and asking questions to understand other people’s viewpoints; communicating issues in a timely manner; awareness of and responsiveness to verbal and non-verbal communication styles; recognising and adapting to cultural differences in communication.
Continuous Learning	Acquires and applies new knowledge and skills in all experiences. Set and pursue personal and educational goals; identify and access learning sources and opportunities; show a willingness to continuously learn and grow; learn from your mistakes and successes; seek and accept constructive feedback from others; stay current with techniques and technologies in your field
Customer focus	Able to create a customer centric perspective and delivery culture that achieves excellent customer experience and high levels of customer retention and referral business
Diversity and Inclusion	Cultural Competence - Understands multiple cultural frameworks, values, and norms; demonstrates a flexible style with dimensions of culture; understands the dynamics of cross-cultural and inclusion-related conflicts, tensions, misunderstandings, or opportunities. Subject Matter Expertise - knows and applies best practices in diversity and inclusion practices, strategies, systems, policies; understands subtle and complex diversity and inclusion issues as they relate specifically to marginalised groups including but not limited to Aboriginal and Torres Strait Islander peoples, women, people with disabilities, older people, and racial, ethnic or religious minorities; is a role model for inclusive and culturally competent behaviour
Emotional Intelligence	Demonstrates self-awareness and understands own emotions, acknowledge own strengths and weaknesses, and works on these areas to improve performance; Self-Regulation – able to control emotions and impulses; is thoughtful, comfortable with change, operates with integrity; Motivation – motivated; willing to defer immediate results for long-term success; highly productive; accept challenges; Empathy – able to identify with and understand the wants, needs, and viewpoints others; excellent at managing relationships, listening, and relating to others; Social Skills –team player; focuses on helping others develop and shine; can manage conflict / disputes; excellent communicator; builds and maintains relationships.
Self-Management	Shows an understanding of self and are conscious of the implications of your interactions with others. You act with honesty, integrity and personal ethics; recognise your personal efforts and the efforts of others;; acknowledge diverse opinions and

	accept differences; have effective self-care strategies and manage your personal health and emotional well-being; take responsibility and demonstrate resiliency and accountability for yourself; plan and manage your personal time, finances and other resources; assess, weigh and manage risk in the face of uncertainty; recognise your strengths and areas for improvement; adapt to new environments and cultures; seek to understand and adapt to change
Teamwork	Works cooperatively and collaboratively with others to accomplish team / organisational goals and reinforce the vision; respects the needs and contributions of others for quality service delivery and appreciates the operational pressures on others; works within the dynamics of a group; accepts and provides feedback in a constructive and considerate way; shares information and encourages others to do the same; supports and motivates the group to perform at its best; recognise the role of conflict when appropriate; build professional relationships; show accountability to the team and follow through on your commitments; work effectively with different personalities across a variety of social and professional situations; consider diverse, intercultural perspectives and working styles

Role Competencies

Services and referral	Knowledge and understanding of community services, especially those relating to families
Negotiation and/or basic counselling skills	Ability to act with empathy and understanding in order to engage clients and to make sound decisions about the extent and timeliness of the required client support and make appropriate referrals
Crisis management	Ability to think and act appropriately in a crisis and to manage self and others in situations where emotions and conflict are apparent.
Networking	Coordinating and community networking skills
Professional practice and development	Demonstrates maturity and professionalism. Ability to engage in reflective practice through clinical supervision and a commitment to continual personal professional development
Interpersonal and communication skills	Demonstrated initiative and adaptability to changing situations. Ability to work efficiently and effectively. High level of oral and written communication skills
Teamwork	Ability to work as part of a team as well as independently. Collaboration and cooperation in working toward shared organisational goals for service delivery and contribute to a positive team culture.

4 Prerequisites	
4.1 Mandatory	
Qualifications	<ul style="list-style-type: none"> Registered on the Australian Government Attorney General's Department Register of Family Dispute Resolution Practitioners under the Family Law Act 1975 A tertiary background in Law, Social Sciences, Social work, or Mediation/Dispute Resolution
Experience	<ul style="list-style-type: none"> Demonstrated high level skills in family dispute resolution, including assessments and mediation interventions Demonstrated ability to work in a child focused approach
Knowledge	<ul style="list-style-type: none"> Knowledge of issues facing separating families
Technical	<ul style="list-style-type: none"> Proficiency at using data management systems, Microsoft Office packages, and video conferencing.
Team work	<ul style="list-style-type: none"> Experience and ability to work as a collegial member of a team, sharing information proactively
Other	<ul style="list-style-type: none"> High level of written/communication skills (
4.2 Desirable	
Qualifications	
Experience	<ul style="list-style-type: none"> Experience in FDR with child inclusive approach Proficiency in property mediation Flexibility in availability Clinical experience working with parents and children Experience in workplace mediation and/or group facilitation Experience with clients from Culturally and Linguistically diverse (CALD) backgrounds
Knowledge	<ul style="list-style-type: none"> Knowledge of domestic and family violence Knowledge of child development Knowledge of mental health issues
Technical	
Team work	
Other	<ul style="list-style-type: none"> Fluency in community language other than English