

Family Dispute Resolution Practitioner Job Description

Position Title: Family Dispute Resolution Practitioner
Location: Sunshine
Salary: \$57,500 - \$62,000 + 9% Super
Tenure: Full Time

OUR ORGANISATION

Relationships Australia Victoria (RAV) is a leading provider of relationship support services. Our aim is to help Victorians achieve positive and respectful relationships. As a community-based not-for-profit organisation, RAV has no religious affiliations and aims to help all members of the community, regardless of religion, age, gender, sexual orientation, cultural background or economic circumstances. RAV provides client services from 12 locations in metropolitan Melbourne and regional Victoria and employs about 250 professional and support staff.

RAV was successful in tendering for the Family Relationship Centre [Sunshine](#). The Family Relationship Centre (FRC) is an initiative of the Federal Government. The Centre helps separating families to achieve workable parenting arrangements outside the court system through providing information, support, referral and dispute resolution services. It helps families with their relationships through providing parenting advice and information and referral to a range of services. Relationships Australia (Victoria) (RAV) is the lead agency for the Consortium. Alongside RAV, Sunshine FRC is proud to partner with Centacare, Catholic Family Services, MacKillop Family Services and Community West. While the FRC Manager's role will be accountable to the Consortium, RAV will be the employer.

POSITION SUMMARY

The primary objectives of this role are providing family dispute resolution services to separating parents, arrangements for children and assisting with separation issues such as parenting plans, all within a limited time frame. The Family Dispute Resolution Practitioner (FDRP) provides screening and assessment, conflict resolution, parent education and negotiation as well as support to make decisions that resolve practical matters and strengthen relationships in families, while assisting clients to avoid court proceedings, where possible. This may involve referring parents to other appropriate services, developing parenting arrangements for clients, offering children the opportunity to have their voice heard, encouraging clients to focus on the 'best interests' of children as well as providing education and advice regarding children's reaction to separation and their developmental needs.

REPORTING

Reports to: Centre Manager
Manages: N/A

Key liaison: Senior Manager FRC Operations and Special Projects, Manager Practice Leaders, , other FDRPs, FRAs, CLO's and Administration staff
External Liaison: Relevant lawyers, Family and Federal Magistrates Court representatives, other dispute resolution organisations, Child Support Agency, local networks.

FOCUS ON VALUES

Relationships Australia is a voice for relationships in the community. We believe that relationships can grow and change. We promote the ideal of equitable, safe, cooperative and nurturing relationships in families, workplaces and social organisations.

As a values driven organisation, RAV aims to have organisational values embedded in the functions and systems of the organisation. All RAV employees are required to understand these organisational values, integrate the values into their work and demonstrate behaviours, which reflect the values.

At RAV the following values inform the work we do:

- **Respect**

We respect diversity in its various personal, cultural and gender expressions. We advocate relationships free from judgement, blame and abuse.

- **Integrity**

We promote justice and equity; endeavour to live our ethical standards consistently within our practice; and make our services as accessible as possible without discrimination or judgement.

- **Transparency**

We promote open, safe, effective and honest communication at organisational and client levels.

- **Responsibility**

We value the responsible use of resources – people, money, time and technology. All individuals and the organisation have rights, responsibilities and authority, which need to be clearly articulated and respected.

- **High Quality**

We aim to provide high quality service and maintain the highest professional standards in all aspects of our work. As a part of this process, we foster self-reflection, creativity, innovation and improvement. Keeping an eye on the future, we energetically embrace positive change.

- **Enrichment and Celebration**

We seek to enrich our lives and the lives of our clients. We celebrate contributions, achievements and courageous acts of change in relationships.

KEY RESULT AREAS

RAV values Respect, Integrity, Transparency, Responsibility, High quality, Enrichment and Celebration.

All RAV employees are required to understand these organisational values, integrate the values into their work and demonstrate behaviours, which reflect the values.

1. To model the organisation's values and play a role in raising the profile of these values and associated behaviours across the organisation. This includes a positive contribution to workplace harmony displaying cooperative team behaviour
2. To contribute to relevant operational planning, dispute resolution and education services through generous professional sharing, participation in team meetings and research as appropriate.
3. To provide family dispute resolution services, within both co-mediation and sole dispute resolution frameworks and possess the capacity to work within a child-inclusive framework. Assess, screen and make decisions regarding suitability and mediation approach, providing referral where appropriate for clients, in an efficient and sensitive manner
4. To demonstrate evidence of knowledge and experience in family dispute resolution, including an understanding of the Family Law context as it applies to separating family and children.
5. To positively contribute to RAV contractual obligations by:
 - delivering the agreed number of dispute resolution sessions in accordance with budget, RAV policies and protocols
 - maintaining up to date organisational and clinical records of client attendance, summaries, decisions and other data to enable accurate and timely reporting
 - ensuring that dispute resolution practice complies with appropriate policies and legislation (eg. Mandatory Reporting, Family Law Act etc).
6. To maintain positive professional relationships with General manager, Centre Manager, FRC Practice Leader and colleagues, reporting relevant issues and contributing to a professional and harmonious workplace
7. To demonstrate capacity to work with clients using a team approach in the delivery FRC service framework.
8. Skilled approach to working with a range of community clients, including CALD, indigenous community, mental health issues, family violence issues and individuals at risk.
9. To participate in professional development activities and regular supervision to ensure ongoing quality improvement, engaging in performance planning and review in line with RAV and Consortia procedures.
10. To participate in quality assurance processes as determined by the FRC Centre Manager and Practice Leader.
11. To make sound professional judgements and decisions based upon knowledge, training, experience and appreciation of difference. The FDR practitioner may use this expertise to conduct community education and promotion eg advocating for legislative change, attending conferences and representing the organisation.
12. To identify and report on any Occupational Health and Safety (OH&S) concerns to the OHS representative or FRC Centre Manager.

KEY SELECTION CRITERIA

The recruiting panel will need to feel confident that the successful candidate will understand the organisational values, integrate the values into their work and demonstrate behaviours that reflect the values.

In addition, candidates are asked to respond to the following key selection criteria, preferably offering examples from previous roles.

- *Visibly ethical* - able to engage and influence others as a credible professional
- *Professional expertise* - Demonstrated experience, knowledge and expertise in FDR processes, consultation, dispute resolution practices with individuals, families and children, assessing, screening, referring appropriately, facilitating resolution to achieve quality outcomes. Able to demonstrate understanding of family dynamics, the separation process, developmental needs of children, children consultation skills, Family Law field and the impact of family violence. Able to work with interpreters and appreciate cross cultural issues.
- *Clinical management* – able to manage a complex workload, providing appropriate summaries, case notes and records, aligned with contractual obligations, organisational requirements and legislative requirements
- *Organisational awareness* – able to understand the sector, funding bodies, contractual obligations and the organisational strategic direction, and contribute to linking professional practice with business outcomes and client satisfaction
- *Leadership* – drawing on professional expertise, able to influence and encourage others to conceptualise and embrace creative solutions to family relationships. Able to work independently, whilst contributing strongly as a team member
- *Communication* – able to communicate effectively with clients, colleagues, agencies and sector stakeholders, and share concepts, information and ideas successfully. Able to report succinctly and accurately.
- *Client Service* – able to understand complex and diverse clients and ensure equitable, responsive and quality service to the FRC client group.
- *Self awareness* – ability to understand oneself, to appreciate difference and to build sustainable professional relationships with stakeholders at various levels, encouraging and supporting workplace harmony
- *Flexibility* – able to work successfully in a changing environment, accept new challenges and continually strive for improvement
- *Cultural Awareness* - having a considered appreciation of differences in culture, religion, and sexual orientation and a willingness to work respectfully and flexibly with such differences. Able to work with interpreters.

Mandatory KSC:

- Qualifications and accreditation as required under the Family Law (Family Dispute Resolution Practitioners) Regulations 2008.
- Degree in Social Sciences (Psychology or Social Work), Law, or Post Graduate Diploma in Conflict Resolution or qualifications
- Successful applicants must undergo a police check and Working with Children check