

FAMILY DISPUTE RESOLUTION PRACTITIONER FRC – Full time Job Description

Position Title:	Family Dispute Resolution Practitioner (FDRP)
Location:	Sunshine FRC
Salary:	\$58,000 to \$60,850 per annum plus 9% superannuation
Tenure:	Full-time, ongoing

OUR ORGANISATION

Relationships Australia (Victoria) (RAV) is a not-for-profit, secular community based organisation committed to enhancing the lives of communities, families and individuals, by being a leading provider of quality relationship support services. RAV is the lead agency and employer for the Sunshine Family Relationship Centre, established by the Federal Government as part of family law reforms. 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.

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 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. The role will include assessment, screening for risks and identification of presenting needs. The role will also involve provision of information, support and referral to match presenting needs to appropriate services. This may involve 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. The role may also include provision of professional training, group facilitation and supervision.

REPORTING

Reports to:	Centre Manager
Manages:	N/A
Key liaison:	General Manager, FRC Practice Manager, other FDRPs, FRAs,
Administration staff	

External Liaison: Relevant lawyers, Family and Federal Magistrates Court representatives, other dispute resolution organisations, Child Support Agency, local networks.

FOCUS ON VALUES

RAV 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 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

1. To model the organisation's values and associated behaviours across the organisation and within the mediation process
2. To contribute to relevant FDR operational planning, dispute resolution and education services through generous professional sharing, participation in team meetings and research as appropriate.
3. To provide FDR 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 FRC contractual obligations by:
 - delivering the agreed number of dispute resolution sessions in accordance with budget, FRC 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 of the 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 the FRC and Consortia procedures.
10. Participate in quality assurance processes as determined by the FRC Centre Manager and FRC 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. Identify and report on any Occupational Health and Safety (OH&S) concerns to the OHS representative or FRC 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

Mandatory

1. Qualifications and experience as required in section 58 of the Family Law Regulations 1984
2. Degree in Social Sciences (Psychology, social work or law)
3. Eligibility for and undergoing new process for registration with Attorney General's Registration department as a Family dispute Resolution Practitioner. Successful applicant must be registered to provide certificates.
4. Successful applicants must undergo a police check and Working with Children check