

Location/s	Various Venues
Reporting to	Team Leader
Direct Reports	Nil
Level	Band 3
Date Updated	July 2023

About the Role

The purpose of this position is to provide high quality, inclusive and collaborative family dispute resolution (FDR) services. This position will assist families in developing and implementing child focussed parenting and/or property agreements when they are separating, have separated, or divorced, as well as assisting families to focus on the best interests of children and young people throughout any ongoing family conflict.

Key Responsibilities

Intake and Assessment	<ul style="list-style-type: none"> Undertake client intake, risk and needs assessment to obtain relevant information and screen for risk factors to inform an assessment as appropriate for mediation. Ensure intake, assessment, and recommendations comply with the Family Law Act 1975 and other legislative requirements, including the provision of information about the mediation process. Work collaboratively with clients, employees, and other stakeholders where appropriate e.g., Child Consultant, Team Leader, Aboriginal and Torres Strait Islander and CALD internal supports, and child protection services.
Family Dispute Resolution (FDR) Practice	<ul style="list-style-type: none"> Ensure communications with all parties to the dispute resolution has been carried out in compliance with the legislation. Apply knowledge of issues specific to couples who may be separating, divorcing, or separated including understanding theories regarding grief and loss, power in relationships, cultural factors, and relevant legal issues. Apply knowledge of relevant theoretical models and frameworks (facilitative model of FDR, conflict resolution, child development and child inclusive mediation) to ensure that FDR practice is appropriate for the client's needs. This includes ensuring services are culturally appropriate. Utilise a range of skills appropriate to a facilitative model of FDR, including therapeutic and narrative skills, to facilitate equitable and inclusive participation of both parties in the mediation process, assist clients to generate and negotiate options and work through impasses to create parenting plans and/or property agreements, within the relevant legal framework. Provide a case management approach to clients engaged with the service. Utilise the FDR delivery mode which best meets client needs e.g. face-to-face, telephone, online, shuttle, legally assisted, child inclusive mediation, as identified in the intake and through continuous assessment. Provide services to support the Telephone Dispute Resolution Service (TDRS) and Online Family Dispute Resolution (OFDR) program, as requested by the Team Leader. Ensure appropriate issuing of Section 60I Certificates.

Community Engagement and Education	<ul style="list-style-type: none"> • Develop, maintain, and share knowledge of internal and external services that are available to support clients e.g. Rainbow services, DFV network, family support network, interpretive services, Aboriginal and Torres Strait Island and CALD supports. • Participate in community engagement activities which value-add to RAQ's service delivery to clients, as directed by the Team Leader. This may include running group information sessions, as well as developing relationships with other service providers, agencies, and community networks.
Duty of Care and Legislative Requirements	<ul style="list-style-type: none"> • Maintain confidentiality and understand the limits of confidentiality particularly as they apply to clinical risk management and duty of care matters (e.g., assessment of domestic and family violence, child safety, threat of harm to self or others, and other risk factors); and take appropriate steps to respond to risk and duty of care matters as required by organisational policy and procedure. • Understand and meet legislative and funding requirements including collecting and recording statistical data in a timely and accurate manner.
File and Diary Management	<ul style="list-style-type: none"> • Maintain client files, case notes and risk management documentation as per organisational policy and procedure. • Maintain the client information system to enable effective and informed client bookings.
Supervision, Professional Development and Accreditation	<ul style="list-style-type: none"> • Ensure compliance with ongoing mediation practice standards and professional development requirements to maintain FDR Accreditation. • Demonstrate ongoing commitment to and participation in regular internal clinical supervision and professional development as per organisational policy and procedure. • Be receptive to feedback and apply reflective practice.
Administration and Planning	<ul style="list-style-type: none"> • Support the administrative functions of the FDR process, including preparation of correspondence. • Where directed, assist with the provision of administrative and general office duties. • Contribute to operational planning as requested by the reporting manager.
Organisational Responsibilities	<ul style="list-style-type: none"> • Adhere to all organisational policies, procedures, standards, and practices. • Act only in ways that advance RAQ objectives, values, and reputation. • Other duties, consistent with skills and experience, as directed by the reporting manager.

Core Competencies

Business Savvy	Applies knowledge of the business and the industry to advance the organisation's goals.
Accountability	Accepts personal responsibility for actions and consequences, reflects on own performance and commits to personal and professional development.
Collaborative Relationships	Builds collaborative and constructive working relationships, working as a team to achieve goals.
Diversity & Inclusion	Interacts with all stakeholders in ways that demonstrate respect of social and cultural differences and commits to challenging attendant social inequities.

Innovation & Continuous Improvement	Applies knowledge, experience, and ideas to develop new and better ways of working, adapts to change and maintains resilience.
Professionalism	Gains the confidence and trust of others through honesty, integrity, and authenticity.

About You

To be successful in this position you will have:

	Required	Highly Desired
Qualifications	<ul style="list-style-type: none"> • Possession of relevant undergraduate qualification/s in the field of Social or Behavioural Sciences and/or Law. • Accreditation as a Family Dispute Resolution Practitioner (FDRP) with the Attorney-General’s Department, or ability to obtain. 	<ul style="list-style-type: none"> • Possession of a Vocational Graduate Diploma of Family Dispute Resolution. • Additional training in alternate dispute resolution or conflict coaching.
Experience	<ul style="list-style-type: none"> • Demonstrated experience in risk assessment, assessment of suitability for mediation, and the delivery of family dispute resolution and mediation, applying a facilitative FDR framework. • Demonstrated experience in managing client caseloads. 	<ul style="list-style-type: none"> • Demonstrated experience in engaging proactively with and supporting clients of diverse backgrounds (Aboriginal & Torres Strait Islander, Culturally and Linguistically Diverse, low socioeconomic status, people with disabilities and people of diverse bodies, genders, and sexualities). • Experience facilitating groups and undertaking community engagement activities. • Experience in case managing clients throughout their journey with the service.
Knowledge	<ul style="list-style-type: none"> • Theoretical knowledge of family dispute resolution and mediation including models of conflict and negotiation, conflict analysis/diagnosis, mediation models and processes including facilitative model of FDR. • Knowledge of, and ability to apply, relevant legislation and regulations relating to Family Law and risk management. 	<ul style="list-style-type: none"> • Knowledge of other models of mediation (e.g., therapeutic mediation). • Knowledge of the community services sector.
Skills	<ul style="list-style-type: none"> • Highly developed interpersonal and communication skills, both written and verbal. • Highly developed time management and organisational skills. • Demonstrated competency in using computer applications including web- 	

	based client information systems and Microsoft Office (Word, Excel, and Outlook), with the ability to quickly learn new computer programs.	
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It should be noted that Position Descriptions are under constant review and may be changed at any time.