

Position Description

Position Title:	Family Dispute Resolution Practitioner	Position No:	
Position Type:	Full Time	Level:	4
Award:	Social Community, Home Care and Disability Services, Industry Award 2010		
Location:	Mount Gambier	Limestone Coast	
Date of Effect:	1/07/2019		

POSITION DESCRIPTION

Environment: At ac.care we want all country people to have a safe home, enough money to live on and strong, positive relationships. With over 200 staff we provide a range of services for country South Australian communities the Adelaide Hills, Limestone Coast, Murraylands and Riverland.

We are a non-government organisation (NGO) and our values (CARE - Compassion, Adaptability, Relationships, Excellence) underpin the work we do. Together, as one team we CARE and can continue to enrich the lives of country South Australians.

Purpose: The Mount Gambier Family Relationship Centre (FRC) provides Family Dispute Resolution (mediation) services to the South East of South Australia under the Family Law Act, and a range of information and referral services to the community. The Family Dispute Resolution Practitioner undertakes assessments of families who wish to access the Family Dispute Resolution Service for children's matters and/or property and financial matters.

The role is responsible for mediation sessions (joint sessions, face-to-face, shuttle or via technology), developing parenting plans focusing on the care and well-being of children, establishing financial agreements and empowering parties to resolve their own issues.

The Family Dispute Resolution Practitioner will promote best practice Family Dispute Resolution (FDR) as well as providing a range of information and referral services for all members of the community.

Responsibilities: To drive and implement the organisational strategic agenda to achieve outcomes. This includes:

1. Strategy

- Assist the manager with developing, planning, and the co-ordination of a range of service delivery activities.
- Provide comprehensive assessment of the suitability of FDR, including issues such as Family Violence and Child Abuse and the development of safety plans.
- Provide a high quality FDR service and contribute to quality outcomes by providing advocacy and referral services to families and/or clients to assist them to identify issues and options to support their rights and empowerment.
- Contribute to the provision of a high quality FDR service by applying best practice child focussed practices, to ensure the focus is on the child's needs at all times.
- Deliver FDR services which promote parenting plans, develop financial agreements and empower all clients. Provide high quality FDR Service by providing individual and joint sessions that assist parties to develop parenting plans that reflect the child's needs, develop financial agreements; and empower parties
- Assist in the development and implementation of frameworks, policies, guidelines and other resources that deliver business outcomes for ac.care.

- Manage risk in accordance with ac.care policies and procedures and Legislative requirements.
- 2. Leadership**
- Work collaboratively, developing respectful and compassionate relationships with internal and external stakeholders to deliver high quality outcomes.
 - Work effectively with the Manager and other members as part of 'one ac.care team'.
 - Ensure all forms of communication occur in a manner which is timely, clear, helpful, culturally sensitive and accurate, and demonstrates confidentiality where appropriate
 - Responsible for managing time, setting priorities, planning and organisation of own work
- 3. Culture**
- Actively promote and role model the ac.care values of Compassion, Adaptability, Relationships and Excellence and contribute to positive organisational change, effective communication and continuous improvement at ac.care.
 - Apply the highest level of ethical practice, including accountability and confidentiality.
 - Facilitate culturally appropriate and inclusive service to all clients.
 - Work effectively on an interpersonal level with community members, staff and system wide agencies and organisations, developing and fostering productive relationships.
- 4. Continual Improvement**
- Participate in the evaluation, monitoring and reporting of program service delivery to determine their effectiveness and contribute to identifying strategies to address any deficits and/or ongoing program development
 - Maintain accurate and appropriate documentation in accordance with program and funding body requirements e.g. ensuring information is recorded, stored, secured and assessed in accordance with the IT policy and organisational standards.
 - Promote quality outcomes in service delivery by being accountable to clients, senior management and ac.care through constructive responses to feedback
 - Contribute and participate in ongoing program development as appropriate.
 - Participate in staff and team meetings.
- 5. Capability Development**
- Ensure the quality of service delivery through active participation in supervision and training, to ensure services provided are ethical, of a high standard and fulfil the requirements of the Service Agreements e.g. training, regional meetings, conferences.
 - Participate in professional development opportunities to maintain and develop skills and knowledge.
 - Contribute to an environment of continuous learning and improvement through coaching and mentoring other staff as required.

Other

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- Perform other duties allocated appropriate to position and organisational needs, and to undertake any relevant task as directed by the CEO as part of the employer/employee relationship within the scope of the role.

.Reports to:

- Program Manager, Family Dispute Resolution

People Management:

- No direct reports, however has collaborative working relationships with all ac.care staff.

Budget Management:

- No direct responsibility.

NOTE:

- This position may require out-of-hours work.
- Intrastate and Interstate travel involving overnight absences may be required.

POSITION SKILLS AND EXPERIENCE

Qualifications and Experience:

Essential

- Tertiary or formal qualification in social work, psychology, law or a related discipline; or relevant diploma level or Certificate IV qualifications AND minimum 4 years' experience in dispute resolution or family law.
- Willing to work towards national accreditation to provide Family Dispute Resolution services.
- Ability to utilise Family Dispute Resolution best practices utilising child focussed practice and child inclusive models.
- Experience in providing Family Dispute Resolution for both children's matters and property and financial matters.
- Demonstrated skills and experience in case management, case noting, assessments and referral processes.
- Demonstrated experience in establishing rapport and maintaining positive relationships working with families and parents providing community services.
- Demonstrated experience in liaising and negotiating with clients and service providers, using conflict resolution, mediation and advocacy skills, including analytical and problem-solving.
- Demonstrated understanding of confidentiality and privacy, including the principles of sharing information about children and families.
- Demonstrated knowledge of the impact of separation on children and families.
- Demonstrated experience in effective communication both oral and written with a broad range of people from a variety of backgrounds.
- Demonstrated ability to manage time effectively, set priorities, plan and organise workload, and achieve client and program/service specified outcomes.
- Experience working within a cross functional environment (multiple service delivery programs at one site) to achieve client focused outcomes, and organisational strategic objectives.
- Ability to identify and manage own emotional responses to staff and families being supported.
- Advanced skills in Microsoft Office e.g. word, excel, PPT, outlook and data entry.
- Demonstrated experience in identifying, reporting and implementing Work Health and Safety procedures and initiatives for personal safety and the safety of others.

Highly Regarded

- Accredited Family Dispute Resolution Practitioner through the Federal Attorney General's Department.
- Demonstrated ability and knowledge to interpret legislation, policies and procedures within a practical context e.g. Family Law Act
- Demonstrated use of self-reflective practices that build understanding of how personal experiences shape values, beliefs and responses to children, families and staff being supported.
- Experience working with people from culturally and linguistically diverse (CALD), and Aboriginal and Torres Strait Islander backgrounds.
- Sound knowledge of child development.

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- Working knowledge of community services, resources and referral pathways available to assist clients throughout the Limestone Coast Region of South Australia.
- Demonstrated commitment to on-going professional learning and development.

Special Conditions

- Current SA driver's licence 'Class C' or interstate equivalent.
- Current Satisfactory Working With Children Check (WWCC) or willingness to obtain in accordance with ac.care policy.
- Child Safe Environment Certificate or willingness to obtain in accordance with ac.care policy.

ACCEPTANCE

Position Holder Signature: _____

Name (Printed): _____ Date: _____