

JOB DESCRIPTION

Position title:	Family Dispute Resolution Practitioner
Approved by:	General Manager Operations
Date effective:	May, 2019

PURPOSE

The purpose of this position is to ensure RAV provides family dispute resolution for separating couples for all issues in dispute, usually parenting arrangements and other child-welfare related matters, property division and child support.

This position is covered by the Relationships Australia Victoria Staff Enterprise Agreement 2013-2017, but otherwise would be covered by the Social, Community, Home Care and Disability Services Industry Award 2010.

OUR ORGANISATION

Relationships Australia Victoria (RAV) is a valued provider of specialist family and relationship services. Our vision is for positive, safe and respectful relationships for couples, families, schools, workplaces and communities. Our objective is to relieve suffering, distress and helplessness and to enhance physical, social and emotional wellbeing. As a community-based, not-for-profit organisation with no religious affiliations, our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. RAV provides services from 16 centres in metropolitan Melbourne and regional Victoria, and from additional outreach locations. The corporate support team is based in Camberwell.

POSITION SUMMARY

The primary responsibility of this role is to provide family dispute resolution (FDR) to separating couples, by assisting them to resolve issues in dispute such as parenting arrangements and property division, and assisting them to develop parenting plans. In the course of doing this, the Family Dispute Resolution Practitioner (FDRP) may be required to provide conflict resolution, parent education and a framework for 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 for appropriateness for FDR, screening for family violence and other risks and identification of presenting needs. The role will also involve provision of information, support and referral to match presenting needs to appropriate services. The role may also involve offering parents the opportunity to have their child's voice heard in 'child inclusive FDR', encouraging clients to focus on the 'best interest' of children as well as providing education and advice regarding children's reaction to separation and their developmental needs. Where appropriate, the role may at times also include assistance with the provision of professional training, group facilitation and supervision of students or interns.

KEY RESULT AREAS

Area	Tasks
Client Services	• Provide family dispute resolution, within both co-FDR and sole dispute resolution frameworks and possess the capacity to work within a child-inclusive framework. To assess, screen and make decisions regarding suitability and the FDR approach, providing referral where appropriate for clients, in an efficient and sensitive manner. • Provide family dispute resolution for separating couples for all issues in dispute, usually parenting arrangements and other child-welfare related matters, property division and child support. • Maintain positive professional relationships with Senior Manager, Centre Manager, FDR Practice Leader, supervisor and colleagues, reporting relevant issues and contributing to a professional and harmonious workplace. • Participate in quality assurance processes as determined by the Centre Manager and Practice Leader FDR. • Identify and report on any Occupational Health and Safety (OH&S) concerns to the OHS representative or Centre Manager. • 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 (where applicable). • Participation in community development/seminars as appropriate. • You may be required to perform additional duties from time to time. Undertaking an initial basic assessment of client needs to ensure referral to appropriate RAV services. • Handling emergency and stressful situations professionally.
FDRP Competencies	Demonstrate key FDRP competencies: • Assess appropriateness for FDR. • Plan and prepare for FDR. • Establish a suitable climate for FDR in the room. • Create a framework for discussion. • Facilitate exploration of issues and concerns. • Assist clients to consider options. • Promote negotiation to reach agreement, if appropriate and possible. • Assist clients to identify outcomes and next steps. • Demonstrate evidence of knowledge and experience in family dispute resolution, including an understanding of the Family Law Act 1975 and other legislation relevant to FDR practice. • Contribute to relevant operational planning, dispute resolution and education services through generous professional sharing, participation in team meetings and research as appropriate. • Demonstrate capacity to work with clients using a team approach in the delivery of RAV's service framework. • Demonstrate a skilled approach to working with a range of community clients, including the culturally and linguistically diverse (CALD) and indigenous communities, and with mental health issues, family violence issues and individuals at risk. 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 promotional activities, as approved.

Obligations	Positively contribute to RAV's 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 (e.g. Mandatory Reporting, Family Law Act etc).
Policies, procedures and systems	• Adhere to, and comply with RAV organisational policies, processes and procedures, using appropriate systems where required. • Model the organisation's values, play a role in raising the profile of these values and associated behaviours across the organisation including a positive contribution to workplace harmony and displaying cooperative team behaviour. • Proactively communicate, identify, report, assess OHS related risks and hazards within the centre(s).
Continuous improvement	• Demonstrate commitment to the objectives of the team, centre and organisation and show considerable drive and effort in achieving work and organisational goals. • Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team, centre and organisational goals.
Other	• Perform additional duties from time to time, as required by management.

REPORTING

Line Communication: Centre Manager

Manages: Nil

Key internal liaison: Centre Manager, supervisor, other practitioners, administrative staff

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

Note: Reporting arrangements may change from time to time depending on business requirements.

OUR VALUES

INCLUSIVITY Treating all people equally.

RESPECT Treating everyone with respect.

INTEGRITY Behaving with integrity in all our dealings.

TRANSPARENCY Being open and honest in our communications.

ACCOUNTABILITY Using our resources responsibly.

EFFECTIVENESS Providing high quality, effective services and maintaining the highest professional standards.

ADAPTABILITY Proactively responding to change to meet the needs of the community.

KEY SELECTION CRITERIA (KSC)

Mandatory KSC:

- A tertiary qualification in Social Sciences (Psychology, social work) or Law or related field.
- Graduate Diploma of Family Dispute Resolution (registered vocational education and training).
- Accreditation as a FDRP under the Accreditation Rules as set out in Regulations 5 and 6 Family Law (Family Dispute Resolution Practitioners) Regulations 2008.

- On the Register of family dispute resolution practitioners maintained by the Attorney- General's Department or able to be so registered.
- Property trained or willing to undertake training.
- Candidates with demonstratable skills, from previous experience with organisations and or culturally diverse client groups, staff and workforces or stakeholders are highly valued at RAV.
- Satisfactory completion of a National Police Check, International Police Check (if applicable) and Working with Children check (if required).

Highly Desirable KSC:

- Candidates who are Aboriginal, Torres Strait Islander's, people with a disability or others from under-represented culturally diverse backgrounds are encouraged to apply.
- Demonstrated experience as a family dispute resolution practitioner.