Senior Family Dispute Resolution Practitioner
Sunshine FRC
Job Description

Position Title: Senior Family Dispute Resolution Practitioner
Location: Sunshine FRC
Salary: $76,195 - $78,343 plus 9% Superannuation
Tenure: Full Time Ongoing

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 at Sunshine. The Family Relationship Centres (FRC) are an initiative of the Federal Government. The Centres help separating families to achieve workable parenting arrangements outside the court system through providing information, support, referral and dispute resolution services. They help families with their relationships through providing parenting advice and information and referral to a range of services. Alongside RAV, Sunshine FRC is proud to partner with CatholicCare, Mackillop Family Services and Community West. Relationships Australia Victoria (RAV) is the lead agency.

POSITION SUMMARY

The primary objectives of this role is to provide family dispute resolution services to separating parents, arrangements for children and supporting parents with separation issues all within a limited time frame and providing supervision and support to other FDRP and FRA practitioners as agreed with Centre Manager and Practice Leaders.

The Snr FDR functions as a Family Dispute Resolution Practitioner providing 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 developing parenting arrangements for clients, parenting plans, property division and 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 practitioner component of the role (i.e. conducting FDR, CIP, duty and direct client related administration work) will constitute for at least half the workload.

In addition, the role includes the provision of professional training, group facilitation and supervision of staff in consultation with Centre Manager and Practice Leaders.
REPORTING

Reports to: Centre Manager
Supervision: Supervises FDRPs, and FRAs where applicable.
Key liaison: Practice Leaders, other FDRPs, FRAs, Administration staff
Centre Manager, Practice Leaders FDR; other Practitioners.
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 across all Centres, and within the FDR and mediation process.
2. Understand and contribute to the organisation’s strategic direction, developing, implementing and
   communicating plans, policies, procedures and systems to ensure high quality service outcomes for
   clients.
3. Providing individual and group supervision to Centre FDR Practitioners (and FRAs within FRCs) under the management of the Centre Manager, in consultation with the relevant Practice Leaders and in accordance with relevant RAV policies and procedures, particularly its supervision policy.
4. Participating in FDR co-mediation with other Practitioners in order to maintain and improve best practice standards.
5. Conducting Case Allocation and Group Supervision Sessions, as required and in the absence of Practice Leaders.
6. Conducting short-term training programs as required and agreed in consultation with Practice Leaders.
7. Training and coaching Centre FDRP interns in consultation with Centre Manager and Practice Leaders.
8. Demonstrate a responsive approach to individual needs.
9. Provide advice to the Centre Manager and Practitioners in clinical leadership and supervision.
10. Demonstrate a high level of analysis and an ability to clarify and teach strategies that identify and recommend changes to service delivery and clinical practice.
11. Provide feedback to the Centre Manager in the performance management, training and development requirements of Practitioners as appropriate and in accordance with the relevant RAV policy and procedure.
12. Assist in the preparation of durable and workable parenting plans that are sensitive to the needs of children, promoting shared parental responsibility and involvement in children’s lives.

Quality Improvement Result Area
The Senior FDRP identifies and develops quality improvement initiatives at the centre by:
13. Assisting the Centre Manager when requested, in the investigation, response and management of complaints in accordance with the complaints process.
14. Through a consultative process between Practice Leaders, Centre Manager and Centre staff identify and develop practice protocols and improvements aimed at screening, assessment and service delivery to deal with a wide range of FDR practice issues i.e.; role of support persons, telephone FDR, referral protocols and domestic violence.
15. Ensure accurate and appropriate case records are maintained by all Practitioners and that the required data collected is compliant with service standards and program accountabilities.
16. Identifying and reporting any Occupational Health and Safety (OH&S) concerns to the OH&S representative or Centre Manager.

Service Delivery Result Area
The Senior FDRP provides clinical and practice leadership at the centre by:
17. Contributing to relevant centre FDR operational planning, dispute resolution and education services through generous professional sharing and participation in team meetings.
18. Provide FDR services, within both co-mediation and sole dispute individual resolution frameworks and possess the capacity to work within a child-inclusive and child-focused framework.
19. Assess, screen and make decisions regarding suitability for family and dispute resolution approaches, provide referrals where appropriate for clients, in an efficient and sensitive manner.
20. Demonstrate evidence of knowledge and experience in family dispute resolution, including an understanding of the Family Law context and the Family Law Act 1975 as it applies to separating families and children.
21. Maintain positive and professional relationships with the relevant Senior Manager, Centre Manager, Practice Leaders and Centre staff
22. Demonstrate a skilled approach to working with a range of community clients, including the culturally and linguistically diverse and Indigenous communities, those with mental health issues, family violence issues and individuals at risk.
23. Make sound professional judgements and decisions based upon knowledge, training, experience and appreciation of difference.
24. Use professional expertise to conduct community education and promotional activities as approved.
25. Providing both individual and group supervision to existing and new FRC Practitioners and Counsellors as agreed with Centre Manager and Practice Leaders, in accordance with a developed program for supervision which complies with the requirements of RAV Supervision policy.
26. Positively contributing to RAV's 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

27. Ensure dispute resolution practices comply with appropriate policies and legislation (e.g. Mandatory Reporting, Family Law Act)

28. Demonstrating 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.

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. Able to effectively supervise other practitioners.
• 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, and identify and describe verbal and non verbal aspects of communication.
• Client Service - able to understand complex and diverse clients and ensure equitable, responsive and quality service to the FRC client group. Able to relate well to others and engage clients effectively.
• 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. Also having an egalitarian approach to male/female relationships as reflected in Australian law.
Mandatory KSC:

- Accreditation as an FDRP pursuant to Regulations 5 and 6 Family Law (Family Dispute Resolution Practitioners) Regulations 2008
- Registration as an FDRP with the Attorney-General’s Department
- Degree in Social Sciences (Psychology or Social Work), Law, or Post Graduate Diploma in Conflict Resolution or qualifications
- Satisfactory police check and Working with Children check.

Highly Desired KSC:

- Experience in the provision of supervision to practitioners providing family dispute resolution services.
- Minimum of four years FDR, family law mediation and/or conflict resolution experience.
- Highly developed skills and training in assessment and screening for family violence and other risks, and sound knowledge of child focused practice.
- Experience and / or training in working with children.