



POSITION	Regional Services Manager - Mediation	REGION	East; South/East
REPORTS TO	Executive Manager Community Support Services	STATUS	Full Time

BETTER PLACE AUSTRALIA VISION AND STRATEGIC GOALS

The mission and purpose of Better Place Australia is helping people take back control over their lives. At Better Place, we pursue excellence in all that we do. We value our staff who are highly professional and experienced, and who provide valuable services of high standards. We strongly value innovation to enhance our outcomes for the people we serve.

We pride ourselves on being customer centric by delivering accessible and evidence-based services. Our goal is to improve the personal and relationship challenges of our customers and deliver positive outcomes and improve lives. We strive to empower people by giving them choices.

PURPOSE OF ROLE

The position holder is responsible for two primary functions, one being the operational management and the oversight of multidisciplinary services within a region, and the other is to provide clinical practice supervision within their own specialist discipline. Specific responsibilities include:

- Regional site operations management, including local service coordination across a multi-disciplinary team;
- Clinical practice management within their specialist discipline, this includes provision of clinical supervision, raising of ethical and therapeutic standards and professional development, and;
- Delivery of mediation services for complex cases.

NB: Where site have staff from other disciplines (eg Psychological Services) Clinical Practice Management responsibilities are allocated to a different manager of the relevant discipline.

WORK PERFORMED

Clinical Practice Management

- Provide clinical supervision to direct reporting personnel within their allocated sites, including monitoring of clinical skills and competencies to support employees in delivering safe and high-quality services
- Provide timely and constructive feedback to supervisees, including strengths and areas for improvement, and identify professional development needs and opportunities
- In collaboration with the Executive Manager Community Support Services, ensure ethical and professional practice which is compliant with Better Place Australia policy including duty of care.
- Conduct yearly performance reviews and implement effective professional development plans to target development areas and ensure high levels of competencies
- Contribute to the ongoing review and improvement of clinical standards and practice including contribution to quality accreditation and outcome measurements
- Attend to customer complaints regarding clinical practice and establish measures to further prevent similar complaints
- Oversee practitioner health and well-being by providing effective debriefing and supervision opportunities
- Using technology and other means, create a well-connected, knowledge sharing community of practitioners and encourage cross-discipline engagement
- Monitor employee caseloads and KPIs with the view to support employees to meet KPIs and create a fair and equitable team environment
- Work collaboratively with the relevant Regional Service Managers to deliver high-quality, effective services

and manage overall practitioner performance

- Provide ongoing feedback, mentoring, advice and coaching to direct reports, supporting skill development, continuous improvement and increased competency.
- Where demand exceeds supply, allocate up to 20% of weekly hours to direct client service delivery.

Site Operations Management

- Management of Better Place Australia office locations within the region to ensure successful implementation of Better Place's consolidated business plan and strategic direction
- In conjunction with other Clinical Practice Managers oversee the effective and efficient local delivery and performance of the multidisciplinary services provided by the region, this include local administration management
- In conjunction with the Executive Manager Corporate Services, oversee the management and maintenance of regional assets
- As a member of the Regional Management leadership team, provide operational advice, support and analysis to the Executive Manager Community Support Services for the management of employees and mediation programs and services delivered within the region. This includes responding to reports on achievement against Key Performance Indicators (with FDR staff) and productivity trends within the region.
- Promote a regional culture of cohesive and responsive service provision to clients through effective leadership
- In conjunction with other Clinical Practice Managers, attend to all human resource managerial responsibilities for direct reports including; recruitment and selection, training and development, performance management, performance planning and review and performance improvement
- Analyse and respond to business information to design and implement operational improvements that remedy underperformance and respond to improvement opportunities
- Ensure regular site meetings are held at office locations within the region and that staff have the information they need to participate in organisational consultation and communication initiatives
- Ensure that effective on-boarding processes are completed for new starter employees including the completion of local site induction
- Pro-actively address and/or mitigate risk on identified OH&S related issues across sites within the region
- Ensure Risk Management, OH&S and critical incident procedures are followed by all staff and follow up on issues as required
- Ensure that Better Place Australia's policies, procedures and guidelines are understood, observed and reflected in local work practices across regional sites
- Role model consistency with Better Place Australia's health and safety policy framework ensuring a culture of health, safety and effective risk management

Family Dispute Resolution Service Delivery

- Allocate a portion of time (20%) for delivery of FDR for specialised, complex and/or high needs cases, and where waiting periods exceed acceptable levels

Quality & Compliance

- In collaboration with the Executive Manager Community Support Services, facilitate and operationalise agreed processes required for Quality Management accreditation, including risk identification and management
- Contribute to the development and implementation of service manuals in accordance with contract and program requirements
- Ensure Better Place Australia's services are in compliance with applicable funding contracts, including reporting requirements
- Drive continuous quality improvement of services

Community

- Establish networks and liaise with relevant government agencies, community organisations, other service providers and both corporate and business interests to advance the aims and priorities of Better Place Australia and to facilitate referrals
- Ensure the provision of high quality, responsive client services, which respond to the needs of specific groups and communities
- lead the delivery of services that are responsive to the regional community profile, including community

needs and the local service sector profile.

- Actively participate in the development and implementation of a responsive stakeholder engagement strategy at a regional level

Other

- Other duties as assigned and which are consistent with the position

REQUIRED KNOWLEDGE AND EXPERIENCE

Essential

- Registration as a Family Dispute Resolution Practitioner pursuant to Regulation 60 of the *Family Law Act 1975* (Cth)
- Tertiary qualifications in Family Law, Mediation or similar
- Demonstrable career experience as a Family Dispute Resolution Practitioner
- Knowledge of, and experience in, working within the *Family Law Act 1975* (Cth) and its amendments
- Extensive experience in clinical practice management (clinical supervision) of Mediators

Desirable

- Proven ability to manage FDR services in a geographically dispersed/multi-site organisation
- Knowledge of current theory and practice relating to the provision of community services
- Significant experience in implementing, managing and reporting on budgets successfully

PERSONAL COMPETENCY REQUIREMENTS

- Solid leadership and emotional intelligence skills
- Ability to engage others, influence organisational culture and provide strong direction
- Proven ability to identify opportunities for change and lead continuous improvement initiatives
- Highly developed written and verbal communication skills including an ability to prepare high level reports to Executive level managers and other key stakeholders
- Well-developed interpersonal skills and the ability to build effective relationships across all levels
- Excellent attention to detail and high level analytical skill

OTHER

- Current Victorian driver's licence
- Current satisfactory National Police check
- Working with Children Check (Victoria)

OTHER

Better Place Australia offers a workplace culture reflective of a vibrant, learning organisation where our people are highly engaged in their work and committed to making a difference. As an equal opportunity employer, we aim to create an inclusive environment where differences including gender, age, culture, disability, sexuality and family and caring responsibilities are valued. We invite you to be part of a not for profit organisation that fosters a diverse workplace.. Our organisation is committed to child safety and we carry out police record, working with children and reference checks to ensure that we are recruiting the right people.