

POSITION	Family Advisor	STATUS	Full time or Part time
REPORTS TO	Manager Family Dispute Resolution	LOCATION	Traralgon, various
RELEVANT ENTERPRISE AGREEMENT	FMC Mediation and Counselling Victoria Enterprise Agreement 2018 (Better Place EA)	UNDERLYING AWARD	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS Award)

BETTER PLACE AUSTRALIA

Better Place Australia has a vision of *“An Australia where all people experience positive relationships, truly value each other and live safer, more fulfilling lives”*. Our purpose is *“To empower people to become more resilient and experience improved wellbeing to better determine their futures”*.

Our organisational values are at the forefront of all interactions with our employees, our clients and our stakeholders.

We are:

- Creative
- Caring
- Welcoming
- Responsive; and
- Thriving

As a community focused ‘for-purpose’ organisation with an ever-growing range of psychological and community support services, Better Place Australia is taking a leadership role in the provision of high-quality, effective services for a wide range of community groups across Victoria.

PURPOSE OF ROLE

To provide separated couples requiring family dispute resolution with an initial assessment, problem identification, information provision, internal and external referrals, advice and assistance regarding the development of parenting plans and case coordination. This will be achieved through assisting the clients to discuss issues, explore options and ascertain how best to reach agreement in disputes regarding their children and/or property matters, which may otherwise be the subject of proceedings under the Family Law Act.

To complete requirements for eligibility for registration as a Family Dispute Resolution Practitioner pursuant to the Family Law (Family Dispute Resolution Practitioner) Regulations 2008. Training in FDR including the Vocational Graduate Diploma in Family Dispute Resolution will be provided.

WORK PERFORMED

Initial Training

Attain eligibility for registration as a Family Dispute Resolution Practitioner by completing the Vocational Graduate Diploma in Family Dispute Resolution including:

- Attendance at course work
- Completion of all required assessment tasks.
- Undertake student placement as set out in the Student Placement Policy of Better Place Australia Training Services.

Direct Service

Under supervision and in accordance with applicable policy:

- Identify problem-solving options and strategies and provide assistance in clarifying clients' problems and disputes.
- Provide appropriate information and referrals for parties, including referrals both internally and externally.
- Where appropriate, provide short-term support for clients.
- Facilitate group programs where required.
- Conduct dispute resolution sessions using the theoretical concepts and practices of mediation and conciliation as outlined in training programs and literature available in Victoria, including those of the Family Mediation Centre, and consistent with the Regulations of the Family Law Act 1975 and amendments.
- Assist parents negotiate sustainable and workable Parenting Plans, which reflect the best interest of the children.
- Assist parents negotiate financial settlements when these present alongside parenting issues.
- Prepare minutes of agreements and other records of mediation and dispute resolution sessions as appropriate.
- Provide assessment in relation to the provision of Certificates as required by Family Dispute Resolution Practitioner Regulations.
- Participate in telephone duty as required.
- Periodical supervisory assistance may be provided to students on placement when required.

Community Liaison and Networking

- Work in a consultative manner with Indigenous and Migrant Information Services as required to ensure that service provision is implemented in a culturally sensitive manner.
- Establish and maintain contact with relevant community service organisations, legal firms, departments, and individuals as appropriate.
- Respond efficiently, creatively and in a timely fashion to developments in the delivery of Family Law services, in conjunction with other staff, management, and service providers as appropriate.
- Participate in promotional activities and the community education component of the Program.

Program Responsibilities

- Work in collaboration with other staff in the provision of co-mediation, child-focused, child inclusive work and other models of intervention where necessary.
- Be willing to reflect upon own professional and personal practice within the organisation and demonstrate integrity and honesty based on a commitment to high quality professional practice.
- Brief and de-brief with co-mediators as appropriate.
- Promote teamwork through the sharing of skills and knowledge.
- Participate in staff activities including but not limited to staff meetings, staff development, on-going training activities and case review.
- Attend and actively engage in supervision sessions as required.
- Keep records of all work undertaken including accurate and up to date case files and statistical records.
- Participate in the annual staff appraisal process.
- Maintain knowledge of, and adhere to, the policies and procedures of the organisation.

Quality & Compliance

- Ensure any quality risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all clients and staff.

- Maintain a good working knowledge and understanding of the QIC Health and Community Standards.
- Pursue opportunities for quality improvement and actively contribute to the accreditation of the service being delivered.
- Participate in regular audit processes to ensure compliance with applicable regulatory bodies is maintained.
- Contribute to the development and implementation of service manuals in accordance with contract and program requirements.
- Ensure Better Place Australia's services comply with applicable funding contracts, including reporting requirements.

Other

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

KNOWLEDGE AND EXPERIENCE

- Eligibility for enrolment in the Vocational Graduate Diploma of Family Dispute Resolution through one of the following entry requirements:
An undergraduate degree or higher qualification in Psychology, Social Work, Law, Conflict Management, Dispute Resolution, Family Law Mediation or equivalent.
OR
An accredited qualification in conflict management or dispute resolution at Diploma or Advanced Diploma level.
OR
Certificate IV in Mediation together with significant relevant vocational practice.
OR
Trainees undertaking this qualification need to have previous experience in a dispute resolution environment, the job role would have involved the self-directed application of knowledge with substantial depth in some areas, the exercise of independent judgement and decision making, and a range of technical and other skills.
- Demonstrated commitment to child safety principles and evidence of active involvement in child safety activities and initiatives.
- Knowledge of the effects of separation and divorce on families.
- An understanding of the basic concepts and philosophy of family dispute resolution including mediation and conciliation and how they fit in the broader human service delivery sector.
- Understanding of power differentials, patterns of communication, violence issues, parenting, and child development in the context of family dynamic.
- Demonstrated high level of skills in screening and assessment of family violence.
- Demonstrated high level of skills in managing and resolving conflict.
- Knowledge of, and experience in, working within the *Family Law Act 1975* and its amendments.
- A thorough understanding of specific issues relating to the involvement of children in family dispute resolution, issues of family violence and cultural matters.

PERSONAL COMPETENCY REQUIREMENTS

- The ability to think creatively and develop innovative responses to specific situations as they arise
- Strong interpersonal and communication skills
- Realistic reflective self- assessment skills essential
- The ability to rapidly develop rapport with clients
- Demonstrated experience in working within a multi-disciplinary team
- Competent computer skills particularly in the use of Microsoft Office

RISK SCREENING

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

KEY RELATIONSHIPS / INTERACTIONS

Internal

- Administration Coordinators
- Family Dispute Resolution Manager

External

- Clients and their family members; community members
- Community and Government Representatives and Service Providers.

GENERAL INFORMATION

Better Place Australia is a not for profit organisation and we provide services for all members of the community regardless of religion, age, gender, sexuality, lifestyle choice, cultural background or economic circumstances. We offer a workplace culture reflective of a vibrant, learning organisation where our people are highly engaged in their work and committed to making a difference. 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.