

POSITION	Social Worker - Mediation	STATUS	Full time (1.0 FTE)
REPORTS TO	Manager - FDR	LOCATION	Oakleigh or Traralgon
BETTER PLACE AUSTRALIA			
<p>Better Place Australia has a vision of <i>“An Australia where all people experience positive relationships, truly value each other and live safer, more fulfilling lives”</i>. Our purpose is <i>“To empower people to become more resilient and experience improved wellbeing to better determine their futures”</i>.</p> <p>Our organisational values are at the forefront of all interactions with our employees, our clients and our stakeholders.</p> <p>We are:</p> <ul style="list-style-type: none"> • Creative • Caring • Welcoming • Responsive; and • Thriving <p>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.</p>			
PURPOSE OF ROLE			
<p>The purpose of this role is to deliver clinical social work supports to separating couples accessing mediation services at Better Place Australia’s Family Relationship Centres. This position involves the delivery of short-term therapeutic interventions to support the psychological, social, and emotional well-being of separating parties and their children. The role requires collaboration with Family Dispute Resolution Practitioners and Family Advisors to manage multiple and complex client needs using client-centred and trauma-informed approaches.</p> <p>Responsibilities include completing psychosocial assessments, delivering single-session therapeutic interventions and facilitating client referrals to ensure continuity of care. Additional duties may involve co-facilitation of group-based parenting programs.</p> <p>A key focus of this role is to establish Better Place as the preferred mediation service provider by actively enhancing client well-being and ensuring a positive service experience during what may be a challenging time for our clients.</p>			
WORK PERFORMED			
<p>Direct Service:</p> <ul style="list-style-type: none"> • Initiate contact with clients that are waitlisted for service to identify and assess co-presenting needs. • Conduct client psycho-socio assessment and formulate support plans. 			

- Liaise with Family Dispute Resolution Practitioners and Family Advisors to assess client support needs.
- Provide short-term interventions applying the principles of single session therapy.
- Identify, respond and report safety risks following established program and organisation protocols.
- Provide high quality, ethical, and professional secondary consults to Family Dispute Resolution Practitioners and Family Advisors.
- Refer clients to specialist internal and external support services and collaborate with services to ensure continuity of care.
- Facilitate parenting support group programs (including Tuning into Kids and Tuning into Teens) where required.
- Assist Program Coordinators and Program Manager to manage complex client presentations.
- Liaise with relevant external agencies and professionals to promote Better Place's mediation service.

Program Responsibilities:

- Work in collaboration with other staff in the provision of 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 program coordinators and mediators on client related clinical matters 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.

Leadership responsibilities:

- Proactively support a strong sense of teamwork, collaboration, and trust amongst team members.
- Foster a culture of professionalism, innovation, and collaboration and role model Better Place's vision and values.
- Support and participate in the organisation's continuous quality improvement process.

Other:

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

REQUIRED KNOWLEDGE AND EXPERIENCE

Essential:

- Tertiary qualifications in Social Work.

Desirable:

- Demonstrated high level of skills in managing and resolving conflict.
- Demonstrated awareness and commitment to working with children, youth and families in the context of family services.
- Previous experience in Family Dispute Resolution sector.

PERSONAL COMPETENCY REQUIREMENTS

- Strong interpersonal and communication skills.
- The ability to rapidly develop rapport with clients.
- Demonstrated experience in working within a multi-disciplinary team.
- Highly developed interpersonal skills and ability to build relationships and partnerships with internal and external stakeholders.
- High quality written and verbal communication skills including the ability to produce high quality reports and other correspondence.
- Proven ability to work well in a team including the ability to meet team objectives, work well under pressure and the ability to meet set deadlines.
- Excellent customer service and internal consulting skills together with a proven ability to maintain constructive working relationships with a broad range of key stakeholders.
- Excellent attention to detail and analytical skill.
- Ability to work autonomously and as part of a team.

RISK SCREENING

- Current Victorian driver's license and access to own transport
- Current satisfactory National Police check
- Working with Children Check (Victoria)

KEY RELATIONSHIPS / INTERACTIONS

Internal

- Administration Coordinators
- Family Dispute Resolution Practitioners and Family Advisors
- Program Coordinators
- FDR Manager
- Clinical Lead
- FDR General Manager

External

- Clients and their family members
- Members of the Community
- External partners
- Community services providers

GENERAL INFORMATION

Better Place Australia is a for-purpose organisation, providing 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. At BPA, we all have a shared responsibility for supporting a culture of inclusivity and diversity. 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.