

Family Dispute Resolution Practitioner

Position Description

Position Details	
Title:	Family Dispute Resolution Practitioner
Time Fraction:	0.6 FTE, ongoing/permanent (3 positions available, locations described below)
Position Relationships:	Reporting to the Dispute Resolution Coordinator
Principal Location:	This role is based at our Geelong office on Wadawurrung Country. This role is based at our Wyndham office on Bunurong and Wadawurrung Country. This role is based at our Frankston office on Bunurong Country.
Position Purpose:	To support separated couples, families and others resolve conflict, reach agreements, and improve communication and relationships.

Organisation Overview

Relationship Matters is a not-for-profit organisation that aims to promote healthy, respectful and fulfilling relationships within the Victorian community.

We provide a range of relationship services including:

- Individual Counselling
- Relationship Counselling
- Family Therapy
- Relationship Learning Services
- Family Dispute Resolution and Mediation
- Family Violence Prevention Programs
- VicRoads Safe Driving Program

At Relationship Matters, we also recognise that work and life are intimately connected and we offer workplace services for employers and employees through Employee Assistance Programs (EAP) and our Business Services division, Relationship Matters in the Workplace.

Relationship Matters has been supporting the community through counselling and education for over 77 years and was established and supported by the Anglican Diocese over the years. Relationship Matters has a long history in marriage guidance and relationship counselling in Australia and is very proud to support marriage equality. Relationship Matters is now one of the largest providers of counselling and mediation services in Victoria, with nine physical sites in Metropolitan Melbourne and regional Victoria.

Relationship Matters recognises relationships in all their diversity and our services are offered to individuals, couples and families inclusive of sexual orientation, gender identity, ethnicity, religion, ability or socio-economic circumstance.

Relationship Matters is a child safe organisation, we have zero tolerance for child abuse, and we actively work to keep children safe.

At Relationship Matters, we believe in the power of diversity. We are committed to an inclusive, affirming and safe environment. We welcome people of all gender identities, gender expressions, sexual orientations, races, cultures, religions or backgrounds.

Major Responsibilities

- Provide family dispute resolution for separating couples to assist them in resolving issues relating to parenting arrangements and property and financial matters.
- Undertake comprehensive intake and assessments and make decisions regarding suitability for provision of family dispute resolution, taking into account specialised needs such as family violence, mental health issues and addictions.
- Identify problem-solving options and strategies and provide assistance in clarifying clients' problems and disputes.
- Assist parents negotiate sustainable and workable Parenting Plans, which reflect the best interest of the children.
- Support clients reach property and financial agreements, by provision of information, assisting them to develop options, negotiate and write up agreements.
- Work with child consultants for provision of Child Inclusive Mediation.
- Work collaboratively with legal practitioners to provide best outcomes for clients, including provision of Legally Assisted Family Dispute Resolution.
- Provide information, support and referral to match presenting needs to services such as counselling, relationship learning programs, legal support services and other services.
- Maintain client records and collect data as required to comply with service standards and program accountability.
- Provide services either face-to-face, via telephone or via a variety of online formats, including Zoom and FamilyProperty.
- Participate in telephone duty system as required.
- Deliver group education programs and provide community consultation/education activities where required.
- Develop and facilitate workshops, seminars and information sessions, if required, and contribute as a team member to these activities
- Assist in the supervision of students on placement when required.
- Actively participate in supporting the strategic directions of the team.
- Provide dispute resolution services for other matters, including parent adolescent work, elder and other family mediation, workplace mediation, restorative practice or other matters as required.
- Undertake additional duties as directed by management in accordance with grade.

Stakeholder Engagement

- Develop and maintain contact with other agencies such as community service organisations, law firms, etc for the purpose of referral, networking and promotion of services.
- Participate in, and represent Relationship Matters at networking events and activities with stakeholders, other agencies and staff.
- Represent the organisation on working groups as required.
- Manage internal links and relationships with all Relationship Matters staff.

Data Collection, Administration and Reporting

- Ensure client record management and information sharing complies with organisational, funding body and legislative requirements.
 - Ensure every interaction pertaining to each client is well documented within specified timeframes.
 - Assist in program review, evaluations and reports.
 - Assist in the preparation of Government reports, service plans, work plans, tender documents, submissions and correspondence as required.
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Continuous Quality Improvement

- Maintain knowledge of and compliance with current Relationship Matters' Policies and Procedures, including updates as relevant.
 - Maintain collective responsibility to ensure the Policies, Procedures, tools and templates remain evidence informed and fit for purpose, in consultation with relevant stakeholders and line manager.
 - Be willing to reflect upon own professional and personal practice within the organisation and demonstrate integrity and honesty based on a commitment to high professional practice.
 - Promote teamwork through the sharing of skills and knowledge.
 - Attend and actively participate in staff activities including but not limited to, individual and group clinical and management supervision, team and all staff meetings, and ongoing professional development and training.
 - Participate in the annual staff appraisal process.
 - Participate in regular audit processes to ensure compliance with applicable regulatory bodies is maintained.
 - Demonstrate a commitment to the safety (including cultural safety) and the wellbeing of children and young people and support adherence to the National Principles for Child Safe Organisations by attending child safe training and demonstrating child safe principles in their work and interaction with others.
 - Work towards, develop and maintain cultural awareness and fitness through participation in cultural training, discussions, and diversity initiatives.
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Workplace Health and Safety

- Comply with relevant legislation and organisational practices regarding workplace health, safety and environmental responsibility.
 - Participate in the development, implementation and maintenance of a safe and healthy workplace and take reasonable care to ensure health and safety of themselves and others including the reporting of workplace incidents, hazards and emergencies to the OH&S Representative in a timely manner
 - Contribute to, and be part of, the organisational culture with a focus on Relationship Matters vision and values.
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Key Selection Criteria – About You

As our ideal candidate, you will possess:

- Tertiary qualifications in law or social sciences and Graduate Diploma in Family Dispute Resolution or equivalent
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- Accredited as a Family Dispute Resolution Practitioner and registered with the Federal Attorney-General's Department
 - NMAS/AMDRAS accreditation highly desirable.
 - 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.
 - Ability to exercise judgement and initiative where appropriate, set priorities and monitor workflows.
 - Demonstrated ability to work with families with a range of complex needs including mental health and drug and alcohol issues or from CALD and indigenous backgrounds.
 - Experience resolving property and financial matters (a working knowledge of the FamilyProperty program is desirable)
 - An understanding and working knowledge of the *Family Law Act 1975* and other relevant legislation.
 - High-level interpersonal and communication skills that enable you to engage effectively with clients, colleagues, and external stakeholders, ensuring clear and empathetic interactions.
 - Registration with, or eligibility for membership of, an appropriate professional body.
 - Proficient in use of a range of technology platforms to ensure the smooth delivery of online services.

Desirable personal qualities:

- Understanding and commitment to the vision and values of the organisation.
- A commitment to professional development, teamwork, efficient and effective service delivery and the clients' best interests, including, a personal commitment to ongoing professional development.
- Demonstrated ability to work independently with minimal supervision.
- The ability to think creatively and develop innovative responses to specific situations as they arise.

Don't meet every requirement? At Relationship Matters, we understand that your work and life experiences can be just as valuable. If you're excited about this role but your CV doesn't align perfectly with our job description, we encourage you to apply anyway.

About Us

- Our clients come from all walks of life and so do we. We hire great people from a wide variety of backgrounds and foster a work culture that's inclusive as well as diverse. Your unique ideas and perspectives are valued so that we best represent the people we serve.
- Relationship matters offers generous employee benefits including salary packaging, flexible work arrangements (including Purchased Leave), EAP services, and training and professional development opportunities.
- We pride ourselves on our focus on work-life balance including flexible working arrangements.
- Salary will be negotiated according to qualifications and experience, and in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010 Level 5
- The Family Dispute Resolution Practitioner role includes working one evening shift per week.
- Travel to the branches of the organisation, including some direct service provision from these sites and other locations may be required from time to time.
- As an agency funded partially through the Commonwealth Department Social Services and Attorney General's Department, all employees are required to sign an Oath of Confidentiality.
- All offers of employment are subject to a six-month probationary period, maintaining a current Working with Children Check and a satisfactory National Police Check.

Acknowledgements

Position:	Family Dispute Resolution Practitioner		
Name:			
Signature:		Date:	
CEO:	Maya Avdibegovic		
CEO's Signature:		Date:	
Probationary Review:	3 and 6 Months	Date:	