



**Position Description**

<b>Position Title</b>	Family Dispute Resolution Practitioner
<b>Directorate</b>	Community and Wellbeing Services
<b>Reports to</b>	Manager Family Relationship Services
<b>Date of Job Description</b>	9/08/2023
<b>Conditions</b>	Conditions of employment are documented in the Mallee family Care Enterprise Agreement 2012
<b>Employment Status</b>	Full Time or Part Time
<b>Salary</b>	This position is classified as Band 6 – Specialist Staff, with a salary range of \$84,979 - \$101,007, dependent on qualifications and experience, plus superannuation and the ability to salary package up to \$15,834 tax free, pro-rata
<b>Hours of Work</b>	This is a full time or part time position. Work outside normal office hours may be required.

<b>Position Objectives</b>	
To provide information and referral sessions to individuals and families seeking assistance with relationship issues. To provide intake, assessment, support, referral advice in appropriate cases to resolve disputes and develop parenting plans. To undertake Family Dispute Resolution. To provide community development and community education activities to raise awareness of family relationship issues.	
<b>Key Responsibilities &amp; Duties</b>	<b>Performance Expectations</b>
To undertake intake, assessment, information and referral advice, support, safety screening and plans for families and individuals seeking assistance with relationship difficulties.	Participate in general intake as rostered or requested. Provide initial information, advice and where appropriate facilitate referrals to internal and external service providers.

	<p>Complete all Intake and Assessment as allocated from the Mildura wait list.</p> <p>Independently manage nominated cases to a level of autonomous professional practice.</p> <p>Undertake assessment and screen for family violence and other risk indicators on all clients and implement safety plans if necessary.</p>
<p>To mediate in appropriate disputes, develop parenting plans and provide case management services where necessary.</p>	<p>Prepare and coach clients to participate effectively in the mediation process.</p> <p>Issue certificates as per the requirements of the Family Law Act.</p> <p>Provide child focused family dispute resolution services to a minimum of 20 files.</p> <p>Review progress of dispute resolution and continue the assessment process for family violence, intervening when appropriate using strategies such as shuttle family dispute resolution and other interventions.</p> <p>Provide Financial and Property mediation to separating couples.</p> <p>Develop and review parenting plans where required.</p> <p>Present 24 files for internal audit each year.</p>
<p>Support the goals and objectives of the Families and Children's Access Strategy.</p>	<p>Attend community events as appropriate to the role and as discussed with manager.</p> <p>Maintain a list of attendance as evidence.</p> <p>Use a skilled approach to working with a range of community clients, including CALD, Indigenous community and GLBTI.</p>
<p>To collect data and complete case notes in accordance with the requirements of MFC and the program funding body using the DEX online data base and/or EDDI. Practice in accordance with quality assurance, best practice principles and relevant service standards.</p>	<p>Complete case notes as per contact with clients within 24 hours.</p> <p>Maintain files as per the FRC Program Manual.</p> <p>Participate in internal and external audits</p> <p>Participate in evaluation activities and action research as required.</p> <p>To prepare monthly reports.</p> <p>To prepare files for closure/feedback as per FRC Manual.</p>
<p>Contribute to an annual program review and individual work plan linked to the Agency's Strategic Plan.</p>	<p>Contribute in supervision, staff meetings, and reviews, internal and external audits.</p>
<p>To represent the agency in relevant public and professional forums and network meetings.</p>	<p>Represent the agency at forums as directed.</p>

To deliver group information sessions.	Co-facilitate at least 3 post separation parenting workshops within 12 months. Deliver one on one post separation parenting workshops as required.
To actively participate in supervision, professional development/training and contribute to the overall team process and operations of the FRC.	As per Mallee Family Care Supervision Policy. Attend professional development as agreed in performance review. Provide supervisor with up to date client list at each supervision. Update skills audit as required. Attend a minimum of 9 monthly FRS Team meetings. Attend scheduled Directorate Staff meetings. Participate in monthly case practice discussions with the team.
To participate in supervision.	As per Mallee Family Care Supervision Policy.
To be compliant with MFC E Learning courses.	Completing compulsory allocated courses each quarter.
To undertake other duties as may reasonably be required.	Undertaking other duties required by your Line Manager.
<p><b>Qualifications and Experience:</b></p> <ul style="list-style-type: none"> <li>• Tertiary qualifications relevant to community welfare practice, i.e. Social Work, psychology, Social Science with experience in counselling and family dispute resolution.</li> <li>• Accredited and registered Family Dispute Resolution Practitioner with the Attorney Generals Department.</li> <li>• To have a broad understanding of relevant legislative requirements as they relate to this field of practice for example; child support, child protection and family violence.</li> <li>• A current driver's licence.</li> <li>• A willingness to travel and preparedness to be accommodated overnight when required.</li> </ul> <p><b>Key Selection Criteria:</b></p> <p>Applicants are invited to submit their application addressing the following selection criteria:</p> <ul style="list-style-type: none"> <li>• Demonstrated relevant experience in community development initiatives.</li> <li>• Demonstrated ability and experience in working with individuals and families.</li> <li>• Demonstrated ability to deliver community education sessions.</li> <li>• Capacity to undertake reviews, collect data and meet all quality assurance requirements.</li> <li>• Well-developed report writing and presentation skills.</li> </ul>	

### **Organisation Structure and Values**

Mallee Family Care is a Company Limited by guarantee with a community based Board of Management. It was established in 1979 and is a large and diverse community service organisation, providing a wide range of services to the communities of North West Victoria and South West New South Wales.

Day-to-day management for the agency is the responsibility of the Chief Executive Officer, Director Corporate Services, and Director Client Services.

This structure has been designed to ensure a clear focus on the delivery of services and to utilise the skills and experience of staff in the most efficient and effective manner.

### **Our Vision**

Empowering the vulnerable and disadvantaged in our communities.

By this we mean we want:

- Communities where vulnerable children will be protected.
- Communities where disadvantaged families and individuals will be supported.
- Communities that are committed to supporting those in need.

### **Our Mission**

To enrich lives and to increase opportunities (for those in need) through:

- Services;
- Education
- Research; and
- Advocacy

### **Our Approach**

Our approach to achieving this strategic intent will demonstrate that:

- We are focused on the resolution of issues and will be flexible and adaptive in our approach.
- We understand our communities, we are informed by practice and our focus is on outcomes that matter.
- We work in partnership with stakeholders.
- We consult broadly and engage with our communities.

**Other Information:**

At Mallee Family Care we are deeply committed to the people with whom we work. We therefore go to great lengths to ensure that the positions we make available are filled by the most appropriate applicants. To assist with this we undertake a number of selection processes beyond initial interviews.

Appointment to the position will be subject to the satisfactory completion of the following:

- Psychological Personality Assessment – California Personality Index (CPI)
- Medical Disclosure
- Six month probationary period
- Referee Checks (two nominated referees including your supervisor if you are currently working)
- Photocopy of Driver's Licence.
- Police Check
- Working with Children Check
- Safety Screening Statutory Declaration

**Benefits of working at Mallee Family Care**

- Discounted membership of your nominated gym/health club.
- Direct salary deduction
- Partially paid study leave and practical assistance available for approved courses after one years of employment
- Confidential, responsive counselling available for time when personal and work related issues may affect your ability to perform at work (Employee Assistance Program – EAP)
- Flexible working arrangement options (where appropriate)
- Up to date and ergonomic furniture
- A happy and family friendly work environment