

<b>Programme</b>	Family Program
<b>Location</b>	Hobart with some intrastate travel required
<b>Reports to</b>	Family Program Manager
<b>Approved by</b>	General Manager/ CEO
<b>Developed</b>	February 2019
<b>Award</b>	SCHADS Level 5
<b>Full Time Equivalent</b>	Casual
<b>Clearances Required</b>	<ul style="list-style-type: none"> <li>• Working with Vulnerable People Registration (Tasmania)</li> <li>• National Police Criminal History Check</li> </ul>

### Who we are:

Positive Solutions was founded in 1991 and has been providing mediation services in Hobart and Launceston since 1996. Positive Solutions is committed to promoting mediation and conflict resolution responses to any conflict individuals, couples and families may be experiencing personally or within the community.

### Our Values:

- **Integrity** – We believe in honest, professional and ethical management of all our cases
- **Equity** – Our service is available to all members of our community, with assistance given to support the vulnerable and disadvantage
- **Quality Services** – as specialist in dispute resolution and counselling services we strive to employ and develop the highest quality staff to provide the best possible service to our clients
- **Respectfulness** – the right of each individual to be treated with respect and compassion is a priority of our service delivery

### Organisational Environment:

The Family Program provides Family Dispute Resolution services to parents and other family members in conflict over children post separation; individuals who need to find permanent solutions to their dispute; and separated couples who are unable to reach an agreement about property and financial settlement. The Families Program sits alongside Positive Solution’s EAP and Community Mediation Program.

### Role Primary Objectives:

Family Dispute Resolution Practitioners (FDRPs) provide a range of interventions to families that are experiencing conflict and are unable to reach agreement regarding arrangements in relation to parenting their children, and/or a financial settlement of their property.

### Key Responsibility Areas:

- Mediation intake, risk assessment and suitability screening
- Maintaining Family Dispute Resolution service to clients from referral to closure as appropriate, including all clinical and administrative tasks of cases
- Conducting mediation utilising a variety of models depending on the needs of the client
- Providing a range of interventions to families who are experiencing conflict post-separation and are unable to reach agreement regarding parenting arrangements for their children
- Application of high level knowledge of Family Law, parenting arrangements, financial and property issues
- Provide information to clients and potential clients about other options upon separation, including information about counselling, adult education programs (parenting), legal and other options

- Manage sensitive and complex issues with clients in high conflict
- Refer clients to other services (internal and external) as required
- Manage all administrative skills including agreement and report writing to a high level and in a timely manner
- Maintenance of personal proficiency around the use of technologies and client databases required in the work of Positive Solutions

### **Personal Management and Teamwork**

- Actively engage and participate in both line management and clinical supervision
- Actively participate in team meetings, annual appraisals and professional development opportunities
- Actively maintain FDRP registration obligations
- Maintain knowledge and expertise in relation to current and contemporary practice

### **Personal Accountabilities and Qualities:**

- Commitment to upholding the values and mission of Positive Solutions
- Adherence to all Positive Solutions policies and procedures
- Ability to demonstrate sensitivity, compassion and respect to all clients and Positive Solutions team members
- Timeliness and the ability to flexibly respond to a changing client and organisational environment
- Adherence to Work Health and Safety (WHS) standards for a safe workplace; and follow all reasonable WHS direction provided in the operation of the programme and completion of work

### **Key Communication Pathways:**

This position reports directly to the Family Program Manager and regularly communicates with the following people and services:

- General Manager – Positive Solutions
- Fellow Positive Solutions FDRPs
- Child Consultants
- Positive Solutions team members
- Other support services and agencies

### **Selection Criteria:**

#### Essential

1. Graduate Diploma of Family Dispute Resolution
2. Current registration as a Family Dispute Resolution Practitioner with the Attorney General's Department
3. Experience working in a solo mediation model, and the ability to work as a co-mediator
4. Current knowledge of Family Law and the relevant FDR regulations and guidelines
5. Understanding of the impact of family separation on children and parents
6. Demonstrated skills in managing high parental conflict
7. Experience in working with clients from diverse cultural backgrounds
8. Comprehensive understanding of the impact of Domestic and Family Violence on families
9. Excellent verbal and written communication skills, including agreement and report writing.

#### Desirable

1. Cert IV Mediation Skills (or higher)
2. Training in Property and Financial Settlement (or willingness to obtain)