Relationships Australia
NORTHERN TERRITORY

POSITION DESCRIPTION

Position Number:	1076
Position Title:	Program Manager, Mediation Services
Position Type:	Full Time
Location:	Darwin
Direct Reports:	6
Responsible To:	Director of Mediation Services

About Relationships Australia Northern Territory

Relationships Australia Northern Territory is a community-based, not-for-profit, non-government organisation providing a broad range of services, which are for all members of the community regardless of religion, belief, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances.

Our clients are often dealing with complex and sensitive situations so we look for employees who are understanding, knowledgeable and genuinely care about the wellbeing of others.

Vision

Relationships Matter - Respectful Relationships can empower people to belong, connect and have meaning and confidence to meet the challenges of our time.

Purpose

To embrace and improve individual, family and community wellbeing through our supportive, professional and culturally appropriate counselling, mediation and family meetings.

Values

We value	**We demonstrate this by:**
RESPECT:	Respecting the rights of individuals, families, stakeholders, our clients and our employees, to make informed choices.
ABORIGINAL & TORRES STRAIT ISLANDER:	Supportive two-way learning to strengthen our services, by embracing culturally innovative service provision and employment for First Nations people.
INTEGRITY:	Providing services which are appropriate, supportive to client and community needs and which adhere to the highest ethical standards.
SOCIAL JUSTICE:	Promoting and pursuing a society which is equitable and inclusive.
EXCELLENCE:	Pursuing excellence through critical and continuous reflection, professional and organisational development, best practice and innovation.
DIVERSITY:	Advocating inclusiveness to all regardless of age, gender, race, sexuality, disability, religion and any other unique talent.

Summary of Position

This management position is responsible for the day to day operations and clinical management of the team that delivers services for the Family Relationship Centre, Regional Family Dispute Resolution Service, Workplace Mediation and other related EAP service.

It will support the Director of Mediation Services in managing a mediation team based in Darwin, and in supporting the development of quality service delivery in mediation throughout the Northern Territory.

Within this role, you are required to meet and comply with the Behaviour Standards outlined in our Safeguarding Children and Young People Practice and Behaviour Guidelines, and actively participate in cultural safety and "cultural fitness".

Key Duties and Responsibilities

- Report to and support the Director of Mediation in relation to the delivery of Mediation Services in and around Darwin, and in relation to meeting all relevant reporting obligations for the Programs.
- Management and supervision of the Darwin based mediation team.
- Support the team's training, supervision and professional development by organising appropriate training for teams across the NT, managing individual clinical supervision practice for practitioners, along with members of the Intake team, and provide line management on a regular basis.
- Ensure that the mediation services provided through RA-NT's programs follow both RA National and RA-NT standards of practice, meet the Department of Social Services (DSS) funding agreement requirements, along with the Family Dispute Resolution Practioners Regulations under the Family Law Act.
- Assist in the development, implementation and evaluation of both clinical and professional competency standards and program specific delivery areas for the mediation team.
- Instigate and undertake specialist service development that expands the range of services available to clients and identifies new market opportunities for RA-NT.
- Promote the delivery of services by liaising with a mixture of both internal and external stakeholders including community and legal organisations.
- Develop and manage administrative and statistical reporting systems in regards to the delivery of program outcomes on a regular basis.
- Prepare industry reports, submissions and other correspondence when required.
- Provide mediation assistance (including workplace mediations) to team caseloads and maintain own Family Dispute Resolution practice (and accreditation) as required.
- Participate in national teleconferences and on national committees, as and when required to promote best practice in mediation and RA-NT's reputation as a best practice provider of mediation in the Northern Territory.
- Adhere to RANT policy, directions and administrative procedures in all areas of professional conduct and services delivered.
- Utilise computer systems to maintain appropriate, accurate, confidential and up-to-date client records, and to access RANT communication systems and information.
- Undertake other duties, and provide assistance as directed by the Director of Mediation Services.

Qualifications and Experience

<u>Essential</u>

- Tertiary level qualifications in Social Work, Psychology or another relevant field and current accreditation as an FDRP.
- Substantial experience and comprehensive understanding in the area of family dispute resolution and group program facilitation.
- Demonstrated leadership and team development skills, with the ability to manage a range of diverse projects and issues in a community based organisation.
- Previous experience in the ability to provide and monitor the clinical supervision of staff members.

- A comprehensive understanding of the Family Law Act, and Family Dispute Resolution.
- Demonstrated experience in liaising with Government departments, managing contracts and operating within a political environment/framework.
- Experience of managing a team, including initial recruitment and interviewing, through to dealing with employee relations issues.
- Experience in working with and delivering accessible services to diverse communities, including Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse (CALD) communities.
- Outstanding interpersonal, verbal and written communication skills.

Desirable

- Tertiary qualification in Management.
- National mediation accreditation or the ability to obtain accreditation for the purpose of undertaking workplace mediations.
- Experience in undertaking workplace mediations
- Training and experience as a Child Consultant delivering a Child Inclusive approach to Family Dispute Resolution.

Requirements

- A satisfactory Northern Territory working with children's check.
- A satisfactory National Criminal History Check.
- Possession of a current NT Driver's Licence.
- A commitment to our Safeguarding Children Practice and Behaviour Guidelines.

Corporate

Physical Resources

- Take care of physical resources during employment with RANT including IT, vehicles, equipment and related items.

Systems

- Comply with RANT corporate systems, policies and procedures.

Work Health and Safety

- Demonstrated safe work practices for personal health and safety, and the health and safety of others in line with Work, Health and Safety requirements.
- Comply with any reasonable instruction and co-operate with any reasonable policy or procedure of the organisation relating to health or safety in the workplace.

Please note that Position Descriptions are under constant review and may be changed by the Chief Executive Officer, after consultation, at any time.

Acknowledgement

I have read, understood and accept the position as documented in this position description.

Employee Name (Please Print):

Signature:

Date:

Reviewed by:	*Human Resources*	*September 2020*
'Review due by:	*Human Resources*	*September 2022*
Approved by:	*Chief Executive Officer*	*September 2020*

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Basic Employment Conditions for – Program Manager, Mediation Services

Place of Employment:	Darwin
Probationary Period:	6 months
Salary:	$94,758.56 per annum (Level 7.1)
Hours of Work:	Full time, 8.30am to 5pm – Monday to Friday
Superannuation:	9.50% as per Commonwealth Superannuation Guarantee [Administration] Act 1992

Benefits and Entitlements

Salary Packaging:	As a Public Benevolent Institution (PBI) RANT can offer up to $15,899 per annum pro rata of the salary, tax-free as a fringe benefit (Conditions Apply).
Entertainment Benefits:	As part of the Salary Packaging RANT can offer up to $2,650 per annum pro rata of the salary, tax-free as a fringe benefit (Conditions Apply).
Annual Leave:	5 weeks per annum pro rata. Leave Loading of 17.5% will be payable on annual leave per annum pro rata. In addition, 3 days of leave (without Leave Loading) are given between Christmas and New Year during the RANT Office Closure.
Long Service Leave:	As per the NT Long Service Leave Act.
Personal & Parental Leave:	10 days per annum pro rata for personal leave and up to 6 weeks paid parental leave per annum pro rata.
Professional Development:	Staff development in accordance with RANT guidelines ($3,000 – total of 10 days PD leave pro rata). PD is accessible after three months of continuous service.
Wellbeing Allowance:	$200 per staff member per financial year as part of the organisations commitment to improve the health of its employees, paid upon production of receipts.
Relocation Allowance:	An allowance of up to $2,000 is payable if relocating from interstate (Conditions Apply).
Cultural Fitness:	A number of events are organised throughout the year to promote and celebrate diversity.