



Position Description

Program or Function name:	Family Law Services
Role Title:	Family Law Services Practitioner
Award Classification: (If relevant)	SCHCADS Level 5
Primary Office Location:	Warrnambool, with outreach to Portland, Hamilton and Camperdown
Employment Status:	Full time
Reports to:	Team Leader, Family Law Services

OzChild

Founded in 1851, OzChild support vulnerable children and young people by providing healing, preventing abuse and neglect, and strengthening families.

It is our goal to see that all children and young people are safe, respected, and nurtured, and reach their full potential.

Child Safety

We are committed to protecting children and young people from all forms of abuse, bullying, exploitation and neglect, and to creating environments in all our programs and services where children are safe and feel safe.

We are committed to listening to children and addressing any concerns they raise with us. OzChild will treat all allegations of child abuse very seriously. We will report all allegations in compliance with incident reporting, mandatory reporting and reportable conduct requirements.

All OzChild People are required to support this commitment to child safety, and to behave appropriately towards children at all times.

Role Purpose Summary

The Family Law Services Practitioner will provide families with intentional, flexible, and strength-based services based on a child-focused/family well-being framework. Family Law Services Practices through an integrated suite of services utilising: Mediation, child-informed practice, evidence-based group programs, counselling, coaching, needs/risk assessments, and referral feedback-loops. This role will resource families to manage the separation process, reduce conflict, increase their child-focus, and improve their post-separation parenting relationships.



This role will be embedded in the Family Law Services team which includes: The Family Relationship Centre (FRC), Regional Family Dispute Resolution (RFDR), and Property Dispute Resolution (PDR), Parenting Orders Program/Post-Separation Cooperative Parenting Program (POP/PSCP).

In doing so, the position will support the OzChild Way behaviours and accountabilities as follows:

- **We deliver evidence-based services:** Utilise your professional knowledge and skills to monitor, review, develop and maintain policy, procedure, practices and guidelines that supports the accurate and timely completion of processes and reporting to support our Service Delivery and Program Teams.
- **Our customers determine our success:** Support and continually develop and enhance networks within OzChild and the capability of our Service Delivery and Program Teams to support the effective delivery of high quality services to children and young people, their families and to carers/volunteers.
- **We deliver innovative solutions:** Engage others in the development of functional plans, tactics and activities to support innovation in services and achieve the desired outcomes articulated in the OzChild Strategic Plan.
- **We set each other up for success:** Support collaboration with internal and external stakeholders and directly support your team and the Service Delivery and Program Teams by providing the necessary guidance, development, and tools for people to achieve success in their roles.
- **I learn, adapt, grow, and embrace my cultural competence:** Demonstrate a willingness and energy for personal learning, adapt to and embrace change, and develop your cultural competence.

Position Specific Responsibilities

- Achieve agreed outcomes with families resulting from effective engagement, communication, coaching, and support.
- Provide mediation using a child-focused and child-inclusive service delivery model.
- Provide Property Dispute Resolution in line with the four-stage property dispute resolution process.
- Provide individual counselling, casework and therapeutic support utilising a variety of intervention methods.
- Provide a safe, secure and educative environment that establishes and maintains positive child-parent relationships and promotes shared parenting by separated parents.
- Participate in clinical risk management meetings, focused on a collective risk assessment and referral process.
- Manage a case load, ensuring successful progression of service users through the client journey.
- Engage children and families in an empathetic and empowering way, delivering interventions that focus on reducing risk and increasing child and family wellbeing.
- Link children and families to other support services based on their assessed needs, ensuring that these referrals are timely and appropriate.
- Establish and maintain working relationships with other service providers working with the child and family.
- Case note and administer client files, reflecting the client experience, ensuring all necessary documentation is completed and maintained in a confidential and timely manner.
- Manage complex cases to ensure a comprehensive match between assessment and planned interventions.
- Engage and collaborate with colleagues on complex cases, providing advice and support.
- Respond to duty of care requirements by notifying relevant authorities such as Department of Families, Fairness and Housing, Victoria Police and participate in effective information sharing



feedback loops with these agencies in order to best meet the safety needs of children and their families.

- Keep abreast of relevant theoretical, legislative and policy development.
- Actively participate in reference groups, network meetings or a specific portfolio.
- Actively participate in team meetings, workshops and other meetings as required.

Key Job Relationships

Internal

- Western Region Staff
- Leadership Team
- Service Users

External

- Clients and families
- Community Organisations
- Family Law Solicitors
- Other Professionals

Qualifications

Essential

- A Bachelor level qualification or above in Social Work, Psychology, Community Services or a related discipline that is recognised in Australia.

Desirable

- A Post Graduate Certificate in Mediation & conflict resolution or equivalent that is recognised in Australia
- Individual Family Dispute Resolution Registration Number with the Attorney General's Department (AGD) Practitioner Registration Unit. The FDRP must meet the accreditation requirements set out in the *Family Law (Family Dispute Resolution Practitioners) Regulations 2008* and be able to issue section 60I certificates under the *Family Law Act 1975*.

Screening and Licences

- OzChild conduct interviews, reference checks and ensure the completion of satisfactory safety screening including National / International Police Check and Working with Children Checks relevant to the State or Territory that employment and undertaking of position occurs.
- Must be able to drive, provide and maintain a valid Drivers' Licence and have access to reliable transportation.

Skills and Experience

- Previous experience in the delivery Family Dispute Resolution, Counselling and Group Facilitation is preferred using appropriate therapeutic approaches.
- Demonstrated experience in the delivery of Family Law Services, in particular post-separation, with skills in the areas of crisis intervention, counselling, case management, assessment and problem solving for individuals and families.
- Demonstrated expertise in working in a range of creative ways and settings with clients who have challenging, and complex needs is strongly preferred.
- Experience working with at risk and vulnerable children and families.



- Demonstrated ability to liaise and develop relationships with families, volunteers, professional and the wider community.
- Knowledge of relevant legislation and statutory provisions and frameworks
- Conceptual understanding of working for client's outcome and meeting output expectations.
- Demonstrated experience of working in and contributing to healthy team environments.
- Well-developed interpersonal skills, communication and written skills.

Mandatory Training

All employees of OzChild are required to complete Mandatory Training and Program Specific training upon commencement of employment and complete refresher training as required.

Organisational Responsibilities

- Demonstrated ability to work as part of, and contribute to, a person-centred team.
- Facilitate good working relationships with all services of OzChild, the clients, their families and other people significant to the client.
- Undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity.
- Attend client, employees related meetings, workshops, conferences and training as required.
- Ensure privacy and confidentiality are upheld at all times.
- Be familiar and comply with OzChild policies, procedures and other work instructions as updated from time to time.
- Represent OzChild and our services in a positive manner at forums, meetings and training with external agencies.
- Assist in the development of continuous improvement and service accountability initiatives as needed.

OzChild People Responsibilities

- Ensure compliance with OzChild's Code of Conduct, policies and procedures, and commitment to cultural awareness and child safety;
- Demonstrate commitment to diversity, respect differences and foster an environment and relationships that are safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination;
- Participate in and complete all mandatory training, and participate in other training and development opportunities to ensure they have the necessary qualifications, skills, certificates and clearances to meet the requirements of their position;
- Embrace and utilise technology and new ways of working to enhance collaboration, effectiveness and outcomes;
- Ensure the safety and well-being of self and other;
- Work together as a team and encourage and support others within their team;
- Speak up, and making it clear when behaviour is unacceptable;
- Support those who are affected by breaches of policy or procedure and encouraging them to take action;



- Raise concerns and or complaints in a constructive manner, including identifying possible solutions.

Safety and Wellbeing Responsibilities

- Assume accountability for safety and wellbeing for self and others;
- Undertake all duties safely and in accordance with applicable policy, procedures and processes;
- Participate in safety and wellbeing consultative forums and contribute ideas to improving safety and wellbeing;
- Where appropriate, participate in workplace safety and wellbeing training, programs and initiatives;
- Report all work health and safety breaches, hazards and incidents, and assist with actions to reduce and eliminate risks.;
- Report any work related or non-work related injury or illness;
- Support return to work programs to facilitate safe and durable return to work for OzChild People, where possible, for both work related and non-work related Health Condition/s.

Responsibilities stated herein reflect the primary functions of this job and should not be construed as an exhaustive list of duties. They may vary or be amended from time to time without changing the roles level of responsibility.

I have read and understood the position description.

Team Member Name:

Team Member Signature:

Date:

[Click here to enter a date.](#)

