



JOB DESCRIPTION

Family Dispute Resolution Practitioner & General Mediator

RESPONSIBLE TO: Practice Lead or any other person as deemed by Interrelate

BASIC RESPONSIBILITIES:

1. Provide a range of high quality, child focused interventions to families post separation who are experiencing various levels of conflict and need support reaching agreements in relation to their children and/or the distribution of property. The role includes intake, risk assessment, case management, and the provision of interventions including mediation and child inclusive practice under the jurisdiction of the Family Law Act.
2. Provide a range of high-quality general mediation services to Interrelate clients as required. These may include, but not be limited to, any of the following situations in which clients seek assistance with managing the process of dispute and conflict resolution, workplace mediation, elder mediation, school-based or parent/child mediation. The role involves supporting clients to identify issues, develop options, consider alternatives, and make decisions about outcomes.

DUTIES:

In accordance with guidelines set out in the Clinical Governance Framework, Organisational policies and practices:

1. Provide family dispute resolution and general mediation services, meeting targets for client attributable hours and client outcome measures
2. Facilitate groups, seminars and workshops
3. Conduct intake assessments, develop case plans and parenting agreements
4. Keep thorough case records and notes within the CRM, and complete administrative paperwork as required by the organisation
5. Be well-informed about Interrelate operations and other relevant community services to facilitate effective referrals and promotion of services
6. Participate in program and service evaluations
7. Adhere to work practices to protect the confidentiality of clients
8. Participate in staff consultations in relation to service delivery, organisational practices, policies and procedures
9. Ensure ongoing professional development through:
 - a. completing the Onboarding Planner
 - b. attending individual and peer supervision sessions



- c. participating in team meetings
- d. participating in performance reviews
- e. undertaking training as outlined in your Learning and Development Plan

CORE CAPABILITIES:

Clinical Skills (Intermediate): Applies clinical skills, knowledge and experience across a number of specialisations according to identified standards

Client Outcomes (Intermediate): Provides clients with high quality specialised or technical service and appropriate referrals

Client Diversity (Intermediate): Demonstrates sensitivity and respect for diversity and differences in clients, adjusting to the needs of clients

Confidentiality (Foundational): Demonstrates a respect for confidentiality; follows relevant policies and procedures

Ethics (Intermediate): Adheres to professional boundaries and standards; provides advice and assistance to others

Reflective Practice (Foundational): Applies organisational practice models, procedures and relevant legislation when working with clients

Technology (Foundational): Uses technology and software applications effectively in accordance with task requirements

POSITION REQUIREMENTS:

Interrelate employees are required to:

- Understand and comply with all policies and procedures pertaining to the Organisation
- Perform other duties consistent with the responsibilities of the position as required by Management
- Demonstrate an awareness and commitment to the Organisation's Code of Conduct, values and purpose



- Work in collaboration, and network with, key stakeholders and the wider community
- Follow WHS policies and procedures relating to workers as per Interrelate's WHS policies and procedures
- Understand the principles of diversity, equity and inclusion; and, the needs of the diverse communities Interrelate provides services to
- Complete a satisfactory Australian National Police Check
- Hold clearance of a NSW Working with Children Check (or State/Territory equivalent), and unrestricted permission to work in Australia

SELECTION CRITERIA:

1. Graduate Diploma in Family Dispute Resolution, and current accreditation as a Family Dispute Resolution Practitioner with the Attorney General's Department.
Bachelor's degree in any discipline in addition to the Graduate Diploma Family Dispute Resolution is desirable.
2. Demonstrated experience and skills in:
 - a. delivering dispute resolution, family law and/or mediation services with families and children
 - b. casework with clients; implementing and supporting case plans
 - c. facilitating groups, seminars, and workshops
 - d. working within a Family Law context
 - e. solutions focused and interpersonal communication skills
 - f. report writing, case notes, data collection and data entry
 - g. working with online systems and technology, such as a CRM (Client Relationship Management) System and Zoom.
3. Demonstrated knowledge and understanding of:
 - a. the process and purpose of child inclusive mediation practice
 - b. the issues facing diverse communities, including First Nations, CALD and remote communities
 - c. the impact of family separation and breakdown on children, and having skills in managing high parental conflict whilst upholding the best interests of children
 - d. child development, child protection, mandatory reporting, suicide prevention/intervention and family violence issues



- e. community services, especially those relating to families experiencing relationship difficulties
- f. the Family Law Act and other relevant legislation, such as the Children and Young Persons (Care and Protection) Act and domestic violence legislation