

Position Description

Position Title:	Family Dispute Resolution Practitioner
Program:	Family Dispute Resolution Services, Client Services
Location:	Bendigo. Travel to other locations will be required.
Reports To:	Team Leader, Family Dispute Resolution Services
Award and Classification:	<i>Social, Community, Home Care and Disability Services Award 2010, Level 5</i>

This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.

This Position Description may be altered in accordance with the changing requirements of the position.

About CatholicCare Victoria

CatholicCare Victoria (CCV) is a leading and influential provider of charitable and social services in Victoria. The Mission of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our Mission for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable and/or marginalised.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria. One of our primary areas of investment in addressing homelessness is through our subsidiary CatholicCare Victoria Housing (CCVH) and in partnership with Government we are constructing new homes across Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity and embrace diversity in an inclusive work environment.

CatholicCare Victoria Values

Values	Behaviours
Respectfulness	We value people for who they are and recognize what they are doing. We interact with others honestly and in a positive, considerate, and caring matter.
Integrity	We value the work we do. We are fair, honest, and trustworthy. We act professionally, take accountability for our actions, and keep our promise.
Inclusivity	We welcome everybody, working to enable everyone to feel like they belong and have a place – from a face to be seen and a voice to be heard.

Collaboration	We walk alongside clients, communities, and each other. We contribute to the work and lives of others so that we can all achieve our best, together.
Compassion	We connect with each other's stories. We acknowledge the inherent strengths and diverse experiences of others. We act with kindness and care in all our relationships, helping each other to address our challenges in a safe and welcoming environment.

About Client Services

Client Services comprise client programs and services across CatholicCare Victoria with a range of diverse practitioner positions across multiple programs. Programs are funded from Federal, State and philanthropic sources.

Client programs and services are grouped as follows:

- Client Services Operations – all client facing service delivery across children, youth families, individuals, and communities with target programs in relationship services, counselling, homelessness, family law, parenting/family support, AOD work with CALD populations, children's mental health, refugee and settlement support, communities for children (Shepparton) carer support, kinship care, emergency relief, prison chaplaincy, youth justice, and victims' assistance.
- Service Development and growth including the Schools Program and CCVT contract management.

CatholicCare Victoria provides comprehensive client focused services for individuals (children, youth and adults), couples and families. Our services are informed by an approach that values human dignity and service design aims to ensure that our programs are inclusive, responsive to the needs of clients and operate at the highest levels of quality and professionalism. The services are integrated, strengths-based and provided by staff that are trained and qualified.

The Family Relationship Centre (FRC) provides Family and Property Dispute Resolution. Services may be provided in the FRC or other locations across CatholicCare Victoria according to the needs of clients and communities. The Family Dispute Resolution program aims to assist separating parents and families to reach agreement on parenting arrangements which are in the best interests of children. Property Dispute Resolution assists separating couples to reach an agreement in relation to their property pool, including debt. Both Family and Property Dispute Resolution supports separating families to resolve disputes as an alternative to court.

Position Summary

The Family Dispute Resolution Practitioner role is to provide high quality Dispute Resolution, including intake, assessment, support, referral advice and mediation to clients of the Family Relationship Centre.

Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Service Delivery- Family Dispute Resolution	• Provide information and assistance to individuals/couples/family members seeking assistance with their relationship and separation issues, including facilitating referrals to the appropriate services and organisations where appropriate.

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	• Undertake thorough and comprehensive intake and assessment appointments, including screening and assessment for safety concerns in determining suitability for Family Dispute Resolution. • Assist family members to develop and implement safety plans if necessary when screening for family violence. • Undertake Family Dispute Resolution sessions with separated or separating parents (or other family members) to assist them in reaching child focused agreements about arrangements for their children and resolution for relationship conflict. • Provision of group sessions that provide information and education to separating families and other relevant community members e.g. School staff. • Any other dispute services as required including the delivery of child inclusive mediation where appropriate. • Any other duties required by the organisation to further the positive provision of service to clients. • Develop and maintain a broad understanding of the Family Law Act (1975), amended 2006, and to operate at all times with cognisance of the provisions of the Act. • Preparedness to work on a roster to cover evening programs. • With consideration to the relevant fee schedule, inform clients of any fees that they may be required to pay.
Service Delivery- Property Dispute Resolution	• Provide information, intake appointments and advice to separated couples seeking assistance with the division of their property pool. • Undertake screening and assessment in order to ensure client safety is considered and appropriate referrals for further support are made when necessary. • Undertake property dispute resolution sessions with separated or separating couples to assist them in reaching an agreement, outside court, about the division of their property pool including debt. • Support separating couples to have greater control and management of the process and the outcome of their property disputes. • Provide referrals to legal advice and/or financial advice in order for parties to formalise their property agreements through consent orders.
Reporting/Data Collection	• Collect information as required for electronic Catholic Care Victoria Tasmania client management system to ensure timely data collection, file management and reporting. • Meet organisational expectations in regard to productivity, data quality, and outcome measurement
Program Development and Quality Improvement	• Maintain quality case files • Contribute to the development and maintenance of policies and procedures where appropriate. • Contribute to ongoing Quality Improvement as required. • Ensure confidentiality as described in section (10H) of the Family Law Act 1975 is maintained at all times. • Support a culture of Occupational Health and Safety at all times
Supervision and Teamwork	• Attend and participate in individual and group supervision as required • Attend team and other staff meetings as required • Work in collaboration with the Family Dispute Resolution team and other relevant staff and programs within Catholic Care Victoria. • Seek out opportunities for professional development

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	• Participate in quality assurance activities and regular performance appraisals • Promote teamwork through the sharing of skills and knowledge
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The position is also required to perform other duties as lawfully and reasonably directed.

Reporting and/or Supervision Relationships and Authority

Reporting Relationship:

The position reports to and works under the general direction of the Team Leader Family Dispute Resolution Services. The Team Leader reports to the Manager Family Dispute Resolution Services.

Position/s Reporting to Family Dispute Resolution Practitioner:

Not applicable.

Authority:

The position works within standards and procedures.

The position is required to work within the relevant delegation's policy, procedure and guidelines of CatholicCare Victoria.

Stakeholder Relationships

Internal Relationships:

- operates as a member of the Family Dispute Resolution team
- attends Group Supervision
- works cooperatively with other Catholic Care Victoria employees and collaborates with other CatholicCare Victoria teams and management structures

External Relationships:

- other community services that support client base including: Child and Family services, Community legal services, Victoria legal aid and family violence services
- represents CatholicCare Victoria in external forums

Organisational Responsibilities of the Position

Workplace Health and Safety (WHS)

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and

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- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Cultural Safety and Respect

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

Safety of Children, Young People and Vulnerable Adults

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards*, *National Principles for Child Safe Organisations*, *Child Safe Standards* and any other relevant standards and/or legislation.

Risk Management, Accreditation and Quality Improvement

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

Policies, Procedures and Legislative Requirements

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Employee code of conduct*
- information privacy and confidentiality;
- Equal Opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

Key Requirements

Qualifications and/or Training

1. Recognized tertiary qualification in Psychology, Social Work, Family Law or related discipline.
2. Graduate Diploma of Family Dispute Resolution, including registration with the Attorney-General's department.

Experience

3. Relevant training and experience to conduct Property Dispute Resolution or willingness to complete appropriate training.
4. Well-developed mediation and dispute resolution skills.
5. Experience in the child, youth and family services sector.
6. Demonstrated knowledge of referral networks for separating families.
7. Understanding of the impact of family violence including the ability to identify and assess at an intermediate level.

Knowledge, Skills and Attributes

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8. Demonstrated understanding of family dispute resolution theory and practice
9. Proven knowledge of relevant legislative frameworks, and in particular the Family Law Act 1975 and its rules, regulations and amendments in regards to Family Dispute Resolution.
10. Proven knowledge of family systems, child and family development, grief and loss, family violence and safety issues, and the impact of separation/divorce on adults and children.
11. Understanding of and sensitivity towards the needs of families particularly children in a separation context that ensures the best interest of the children are the focus. This incorporates an understanding of trauma-based practice.
12. Highly developed interpersonal, verbal and written communication skills.
13. Proven ability to liaise, consult with and refer to appropriate services such as Family Violence, counselling, post separation and other relevant services.
14. Ability to deliver services within the group context both as the facilitator and co-facilitator in a variety of contexts.
15. IT skills including working knowledge of Microsoft Office suite and windows operating environment, and data entry skills. Previous experience with Penelope CDM would be an advantage.
16. Ability to work comfortably within the ethos of a Catholic agency.

Child Safety

17. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the *Catholic Safeguarding Standards*, *National Principles for Child Safe Organisations*, *Child Safe Standards* and any other relevant legislation.
18. Demonstrated knowledge and application of child safe legislation, principles, standards and practices.
19. Demonstrated understanding of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

Other Requirements

- Current driver's licence.
- Current Victorian Working with Children Check.
- Current Australia-wide Police Check.
- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas.
- International Police Check (where applicable).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s.

It is the incumbent's responsibility to maintain a current valid Driver's Licence, Victorian Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertaking a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

Job Condition

The incumbent in this position is authorised to act as a family counsellor on behalf of CatholicCare Victoria in accordance with *Section 10C(1)(b)* of the *Family Law Act*.

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Signatures

This section is to be signed upon appointment:

Name:	
Signature:	
Date:	