

Position Description

Position Title:	Program Facilitator – Family Dispute Resolution (FDR) and Mediation
Service/Program:	
Approved By:	Senior Manager Learning and Innovation
Date Effective:	February 2025

Our Organisation

RAV is a secular, community-based, not-for-profit organisation with more than 75 years' service delivery experience. Our vision is for positive, respectful, safe and fulfilling relationships for all Australians. Our objective is to relieve suffering, distress and helplessness and to enhance physical, social and emotional wellbeing. Our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. We provide services across metropolitan Melbourne and regional Victoria, through a network of centres, outreach locations and via telephone and telehealth.

Our Values

Inclusiveness, respect, integrity, transparency, accountability, effectiveness, innovation and compassion.

Position Purpose

The purpose of this position is to ensure Relationships Australia Victoria (RAV) higher educational services (including FDR Practitioner work placements) are delivered in a highly professional manner, with a focus on quality and innovative learning, evidence-based approaches and compliance with applicable regulatory standards.

This position is covered by the Relationships Australia Victoria Staff Enterprise Agreement (SEA), but otherwise, would be covered by the Social, Community, Home Care and Disability Services Industry Award 2010.

Position Specifications

Line manager	Senior Manager, Learning and Innovation
Manages	Nil
Key external liaison	Professional networks including Victorian Association for Dispute Resolution (VADR), Family Law Pathways Network, Association of Family and Conciliation Courts (AFCC) and others
<i>Note: Reporting arrangements may change from time to time to meet business requirements</i>	

Position Summary

RAV is a Registered Training Organisation (RTO) and provider of a higher education qualification. The role of Program Facilitator – FDR and Mediation will be required to train and support as required the assessment aspects of the CHC81115 Graduate Diploma of Family Dispute Resolution (FDR), and the Mediation Training Course and Skill Set, as directed. Functions include administrative, compliance, consultative and coordination tasks involved with this course. The role includes presentation of workshops, support the assessment of students and course administration in line with Australian Quality Training Framework (AQTF) and ASQA Regulatory Requirements.

The Program Facilitator – FDR and Mediation will have a key role in assuring quality, integrity, and student outcomes in all FDR and Mediation training services and programs.

A range of non-accredited courses, workshops and professional development activities are also supported by this position as well as the scoping and development of new training initiatives for RAV to ensure the delivery of training and educational course outcomes.

Key Result Areas (KRAs)

Area	Tasks
Service delivery	- Support the coordination of the delivery of Graduate Diploma in Family Dispute Resolution and Mediation Training Course including Skill Set. - Support the coordination and delivery other RAV courses, webinars, workshops, customized training, supervision services and other new initiatives as required. - Prepare and deliver lectures, seminars, tutorials, webinars and practical skills training classes; live demonstrations and workshops as required. - Assist with ongoing course development and updating using the RAV Learning Management System and Articulate Rise. - Prepare and deliver lectures, seminars, tutorials, webinars and practical skills training classes; live demonstrations and workshops as required. - Teach at a level appropriate to skills, primarily at graduate diploma level including: - assisting in assessment design. - conducting assessment. - course evaluation activities; and - gather and use student feedback to inform improvement of teaching effectiveness. - Support the placement of students undertaking the Graduate Diploma of FDR. - Ensure all learner documentation is captured in accordance with requirements. - Contribute to regular moderation and validation of assessments as required.
Program development	Regularly review and update course material in line with research, professional trends and feedback from evaluative inputs and ensure all courses meet higher education guidelines and standards, contractual arrangements and quality frameworks established by RAV.
Student placements	- Support the placement of students in RAV centres as required and with other industry partners. - Liaise with students and their placement centres. - Run placement seminars for students during their placements to facilitate case presentations and provide supervision.
Network and partnerships	In collaboration with Program Leader(s) build, liaise and maintain strategic partnerships, most crucially with industry (including training and assessing).
Policies procedures and systems	- Comply with policies, procedures and systems as required. - Model the organisation's values and contribute to the workplace culture. - Identify, communicate, report OHS related risks and hazards within the workplace.
Continuous improvement	- Demonstrate commitment to team / centre objectives and strategic priorities. - Identify, develop and support new initiatives, quality, continuous improvement activities to support organisational requirements.
Other	- This position description is not an exhaustive list of responsibilities. - Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position. - You are expected to perform different tasks which fit with your skills, abilities and knowledge, as may be necessary due to business, workplace, service changes.

Key Performance Indicators (KPIs)

Position descriptions are regularly reviewed to ensure they meet RAV's needs. These may be changed by general or department managers, and/or the Chief Executive Officer at any time. Current position descriptions are accessible at any time on SharePoint.

- Prepare and document all training sessions and workshops each semester in collaboration with the Program Leader(s) and in accordance with training requirements.
- Deliver the equivalent of one day of training each month at least in collaboration with the Program Leader(s) and in accordance with training requirements.
- Assess student work as required by the course outline and in accordance with quality and compliance guidelines.
- Review and update all course material each semester in collaboration with the Program Leader(s) and in accordance with training requirements.
- Assist with the placement of all student interns each semester in collaboration with the Program Leader(s) and in accordance with RAV policy and procedures.
- Prepare, document and deliver all student placement seminars each semester in accordance with training requirements.
- Maintain strategic relationships with industry contacts each year to build the work of RAV Training and Development.

Key Selection Criteria (KSC)

Mandatory KSC:

- A higher education qualification in law, counselling, psychology, social work or education.
- CHC81115 Graduate Diploma of Family Dispute Resolution or a prior equivalent qualification.
- Accreditation as a FDRP with the Attorney-General's Department.
- National Mediation Accreditations System (NMAS) accreditation/AMDRAS, or eligibility to apply for it.
- Substantial and successful experience in delivery of FDR and/or Counselling services at a senior level.
- Understanding of academic educational and training requirements, regulations and standards, as well as ensuring compliance in relation to training services and products.
- Demonstrated knowledge of contemporary research in education, training, Family Dispute Resolution and/or Counselling theory and practice.
- Demonstrated experience in the facilitation of workshops, webinars and other training services.
- High level skills in written and verbal communication, negotiation, liaison and collaboration.
- Ability to work independently and collaboratively in a team environment.
- Certificate IV in Training and Assessment
- Experience working with online Learning Management Systems and delivering training online.
- All employees will be required to undertake a National Police Check, International Police Check (if applicable), and have a current Working with Children Check throughout their employment.

Desirable KSC:

- Post Graduate qualification in counselling or related field.
- Knowledge of and/or experience with the Vocational Education and Training (VET) sector.
- Membership or eligibility for membership of organisations relevant to the position.
- Experience working in a role with culturally and linguistically diverse clients, stakeholders and staff (preferable)

We encourage applications from First Nations peoples, people from under-represented culturally and linguistically diverse backgrounds, people from lesbian, gay, bisexual, transgender, intersex, queer, asexual (LGBTIQ+) communities, and people living with disability.



We acknowledge the First Nations and Torres Strait Islander peoples as the Traditional Owners of the lands and waterways of Australia. We support Aboriginal people's right to

Position descriptions are regularly reviewed to ensure they meet RAV's needs. These may be changed by general or department managers, and/or the Chief Executive Officer at any time. Current position descriptions are accessible at any time on SharePoint.

self-determination and culturally safe services. We recognise the lifelong impacts of childhood trauma. We recognise those who had children taken away from them.