

POSITION DESCRIPTION

**Our Mission is to empower individuals, families and communities
to meet the challenges of life and relationships.**

POSITION TITLE	Family Dispute Resolution Practitioner (FDRP)		
STATUS	Permanent Full-time/Part-time		
AWARD	Social, Community, Home Care and Disability Services Award, Level 5		
LOCATION	Toowoomba		
REPORTS TO	Team Leader – Family Relationship Centre		
AUTHORISED BY	The Director	REVIEW DATE	July 2020

Overall Purpose

To provide Family Dispute Resolution services, ensuring that practice and procedures are in accordance with the *Family Law Act 1975*, Family Dispute Resolution Practitioners Regulations 2008, legislative guidelines and contractual obligations with the Department of Social Services.

Duties

Primary Duties:

- Deliver high quality family dispute resolution services to support clients in accordance with *Family Law Act 1975*, Family Dispute Resolution Practitioners Regulations 2008 and CatholicCare's practice and procedures;
- Deliver property mediation services in accordance with *Family Law Act 1975*, Family Dispute Resolution Practitioners Regulations 2008 and CatholicCare's practice and procedures;
- Participate in, and represent CatholicCare at networking events and activities with stakeholders, other agencies and staff;
- Refer clients internally within CatholicCare to other programs and the provision of external client referrals to government and non-government organisations such as Legal Aid and TASC;
- Ensure the accurate recording of information in the client management database and all other reporting databases and tools, as detailed in any applicable funding agreements, is consistently maintained;
- Develop and facilitate workshops, seminars and information sessions, if required, and contribute as a team member to these activities;
- Network and promote programs in the community and maintain a strong community focus that will promote the organisation.

As a member of CatholicCare's work team generic responsibilities include:

- Establish and contribute to productive working relationships across a number of professional work teams within the program partnership;
- Participate in line management, professional supervision (*where relevant*) and professional development both internally and externally;
- Participate in meetings that may include staff forums, staff meetings, working groups, peer supervision, planning and review of service;
- Comply with CatholicCare's Policies and Procedures, including the Workplace, Health and Safety Framework and Guidelines;

- Contribute to, and be part of, the organisational culture with a focus on CatholicCare Mission and Vision, teamwork, cooperation, client service, quality, safety and confidentiality;
- Ensure the efficient use and maintenance of employer provided materials and equipment;
- Maintain a sound level of skill in Microsoft Office and other database management systems;
- Deliver culturally appropriate services;
- Contribute towards continuous improvements in the workplace;
- Promote CatholicCare’s range of programs;
- Other duties and responsibilities from time to time that you are competent and trained to do.

Organisational Relationships

This role works under general direction and may have occasional supervisory responsibilities.

Responsibilities (as per the SCHADS Award)

To contribute to the operational objectives of the work area, a position at this level will include the following:

- a) Responsibility for a range of functions within the organisation requiring a high level of knowledge and skills;
- b) Set priorities and monitor work flow in the areas of responsibility;
- c) Exercise judgment and initiative where procedures are not clearly defined;
- d) Undertake duties that require knowledge of procedures, guidelines and/or statutory requirements relevant to the organisation.
- e) Develop, plan and supervise the implementation of educational and/or developmental programs for clients;
- f) Under general direction, undertake a variety of tasks of a specialised and/or detailed nature;
- g) Exercise professional judgment within prescribed areas;
- h) Exercise a high level of interpersonal skills in dealing with the public and other organisations.

Requirements of the Position - Prerequisites

To be appointed to this role, applicants must:

- Hold a tertiary qualification in Social Science or Law;
- Be a fully qualified Family Dispute Resolution Practitioner;
- Hold a valid current driver’s licence;
- Have a current (or eligibility for) Qld Working with Children Check – ‘Blue Card’;
- Have a current (or eligibility for) Australian Criminal History Check;
- If applicable, have evidence of Australian Work Rights to confirm citizenship or a visa holder;
- Experience completing Property Mediation in accordance with the Family Law Act is highly desirable.

Key Selection Criteria

- Tertiary qualifications in Social Sciences or Law from a recognised institution;
- Registered as a Family Dispute Resolution Practitioner in accordance with the *Family Law Act 1975, Family Law Regulations 2008*;
- Demonstrated ability to work with and support management to ensure effective and efficient service delivery within the Family Dispute Resolution program, Family Support Programs and CatholicCare;
- Demonstrated knowledge of the issues affecting families and children during separation;
- Demonstrated knowledge and understanding of abuse and family dysfunction and of potential issues of risk, and the effect of family violence on the mediation process;
- Demonstrated knowledge of property mediation in accordance with the *Family Law Act 1975* highly desirable.
- Demonstrated and well-developed communication and interpersonal skills to respectfully and appropriately interact and support clients; and working constructively and cooperatively with other

- members of staff, stakeholders and other external organisations;
- Demonstrated ability to network and promote programs in the community and to maintain a strong community focus that will promote the organisation;
 - Demonstrated ability to work independently with minimal supervision and the ability to undertake the travel that is associated with this position;
 - Demonstrated willingness to work within the Mission and Vision of CatholicCare.

Key Performance Indicators

- Provision of family dispute resolution services to support clients in accordance with Family Law Act, Family Dispute Resolution Practitioners Regulations 2008 and CatholicCare’s practice and procedures;
- Provision of property mediation services in accordance with *Family Law Act 1975*, Family Dispute Resolution Practitioners Regulations 2008 and CatholicCare’s practice and procedures;
- Representation of CatholicCare at networking events and activities with stakeholders, other agencies and staff;
- Referral of clients internally within CatholicCare to other programs and the provision of external client referrals to government and non-government organisations;
- Follow the appropriate organisational policies and procedures relating to the provision of FRC services;
- Client information is accurately recorded and reported through CatholicCare’s client management system;
- Participation in regular, pro-rata professional supervision sessions and attendance at professional development/training sessions as required by the organisation;
- Effectiveness of working relationships within CatholicCare and consistent demonstration of required values and behaviour based on feedback and staff performance and review;
- Participation in organisation project work that contributes to the ongoing development of the FRC program and overall CatholicCare’s program development.
- Reporting procedures and protocols are observed – including risk management, incident reports and reporting of problems.

To be completed on appointment

POSITION TITLE	Family Dispute Resolution Practitioner		
This position description is accepted with the full understanding of my obligations and authorities and I accept the responsibilities described herein:			
Name of Employee			
Signature		Date	
This position has been accurately described, is current and has been explained by:			
Signature		Date	

Distribution: Signed original for employee personnel file Copy to employee