



**Family Relationship Services**  
**Family Dispute Resolution Practitioner (FDRP)**

**POSITION**

**DESCRIPTION**

<b>Service:</b>	Family Relationship Services
<b>Programs:</b>	Children’s Contact Service/Parenting Orders Program/ Regional Family Dispute Resolution/Family Relationship Centre/ Financial Counselling
<b>Position Title:</b>	Family Dispute Resolution Practitioner (FDRP)
<b>Probation Period:</b>	6 months from date of commencement
<b>Position Base:</b>	Based at 681 Young Street, Albury Office and/or 282 Beechworth Road, Wodonga office. Regional work in NE Victoria and Southern Riverina. From time to time may be required to work at other UMFC sites either temporarily or permanently by negotiation.
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Classification:</b>	Social & Community Services Worker
<b>Level:</b>	Level 5
<b>Hours of Work:</b>	Part-time -30 hours p.w (.80 eft) Contracted hours are according to Employment Conditions form that may change as agreed from time to time (includes some out of hours work).
<b>Tenure:</b>	<b>(1)</b> Ongoing subject to available funding appropriate to supporting the position.  <b>(2)</b> Fixed Term Contract for 12 months – Maternity Leave Position.
<b>Travel:</b>	Regular travel, local, regional and Melbourne, agency vehicle available.

**1. POSITION CONTEXT & SUMMARY OF POSITION**

Consistent with its mission, Strengthening Families to Build Vibrant Communities, UMFC is an independent, community managed agency dedicated to the provision of a range of supportive services designed to strengthen individuals and families. UMFC has a number of family law related programs funded by the Australian Attorney-General’s Department and administered through the Family Support Program (FSP) of the Department of Social Services (DSS).

These are the:

Children's Contact Service	Regional Family Dispute Resolution
Family Relationship Centre	Parenting Orders Program

In October of 2014 a restructure was undertaken and all of the above programs have been brought together as Family Relationship Services (FRS).

The main objectives of the role of the FDRP are:

- To provide intake, assessment, referral, advice and support for clients seeking assistance from UMFC Family Relationship Services
- To provide high quality family dispute resolution services to assist families to resolve disputes and implement agreements following family separation
- To provide information sessions and community education activities to raise awareness of the impact of separation on children, parents and other family members

**2. COMMUNICATION WITH OTHERS**

Position supervised by:	Family Dispute Resolution Team Leader.
Supervises directly:	Nil Staff
Communicates internally primarily with:	Staff from the POP, CCS, RFDR and FRC teams; Hume Riverina Community Legal Service and other relevant staff within UMFC.
Communicates externally primarily with:	Relevant personnel in government departments associated with the delivery of relationship services. Community groups dealing with family and relationship services, solicitors, courts and FRS services.

**3. KEY RESPONSIBILITY AREAS (KRAS)**

Consistent with the UMFC values of Participation, Respect, Excellence, Justice and Honesty, this position provides high quality, efficient services through the following Key Responsibility Areas:

<p><b>KRA 3.1</b> In compliance with <i>Family Law Act (FLA) 1975</i> and <i>FLA Regulations 2009</i>, to provide intake, assessment, referral, advice and support, including developing and implementing safety plans if necessary with families and individuals seeking assistance following family separation.</p>
<p><b>KRA 3.2</b> To provide conflict resolution, specifically family dispute resolution, to resolve disputes and develop parenting plans and where suitable, property settlement. To assist each family member to participate effectively in family dispute resolution.</p>
<p><b>KRA 3.3</b> To issue certificates as per the requirements of the <i>Family Law Act (section 60I)</i>.</p>
<p><b>KRA 3.4</b> To effectively and efficiently manage a case load of clients, consistent with legislation and best practice.</p>
<p><b>KRA 3.5</b> To support and contribute to FDRP Interns and students training by facilitating workplace learning, through the use of observation windows, co-FDR, overseeing intake and assessment and mentoring.</p>

<p><b>KRA 3.6</b> To present group Information Sessions focusing on UMFC FRS programs for parents, children and families who are separating or separated.</p>
<p><b>KRA 3.7</b> To represent the FRC in fostering a collaborative working relationship between all FRS programs ensuring a consistent and seamless service provision to families.</p>
<p><b>KRA 3.8</b> Support the Service Manager in leading a culture that promotes child safety through the recruitment, supervision and professional development of staff with particular attention to Aboriginal and CALD cultural safety and children with a disability.</p>
<p><b>KRA 3.9</b> Be a role model and assist with the creation and maintenance of a service culture that reflects the Agency values of participation, respect, excellence, justice and honesty.</p>
<p><b>KRA 3.10</b> Actively participate as a team member in relevant meetings, professional development processes such as supervision, training and quality improvement processes in line with program and UMFC guidelines and requirements.</p>
<p><b>KRA 3.11</b> Actively undertake all OHS requirements appropriate to the position and consistent with legal obligation and UMFC culture, policy and procedure.</p>
<p><b>KRA 3.12</b> Other duties/delegations as directed, relevant to the main focus of the position.</p>

#### 4. PHYSICAL REQUIREMENTS OF THE POSITION

(Key of estimated daily requirements: Not Required=0%, Marginal=1-5%, Occasional=6-20%; Regular=21-50%, Frequent=51-70%, Continuous=> 70%)

- Sitting – Frequent
- Computer based tasks – Frequent
- Driving – Occasional
- Lifting – Marginal

#### 5. KEY SELECTION CRITERIA

5.1 **Tertiary qualification** in Bachelor of Social Work, Psychology, Law or equivalent and current or imminent **accreditation** as a Family Dispute Resolution Practitioner with the Attorney General’s Department.

5.2 **Family Law and FDR**

- a sound knowledge of the *Family Law Act*
- ability to apply models of family dispute resolution to facilitate equitable participation of both parties in the FDR process, assist clients to generate and

negotiate options and work through impasses to assist clients with creating parenting plans and property/financial agreements

### **5.3 Case work**

- experience in therapeutic work with families and/or children
- practice informed by theories related to child development, family violence, substance misuse, grief and loss
- demonstrated understanding of the impact of family separation and the ability to uphold the best interests of the children
- ability to liaise, consult and refer to relevant services in our community

### **5.4 Highly developed verbal and written communication skills.**

### **5.5 Personal Attributes including:**

- Ability to confidently and concisely communicate with members at any level of an organisation
- Ability to liaise effectively with public on sensitive relationship issues
- Ability to work independently and as part of a team
- Commonsense and a willingness to be flexible
- Good sense of humour (not obligatory but definitely an advantage)

## **6. ADDITIONAL ESSENTIAL REQUIREMENTS OF THE POSITION FOR SUCCESSFUL APPLICANTS**

- 6.1 A satisfactory Working with Children Check – Victoria & NSW
- 6.2 A satisfactory police check
- 6.3 Current driver's licence

## **7. WORK CHALLENGES/PRESSURES**

- Time constraints and work commitments;
- Working with families' expectations and meeting their needs;
- Dealing with people with a variety of abilities and needs;
- Dealing with distressed and angry clients;
- Handling numerous calls and cases at once;
- Adhering to timeframes as per work plans and case management procedures.

## 8. SUPERVISION

At UMFC, supervision is considered to be an integral part of service delivery and workforce management. The development and maintenance of skilled and supported workers depends in large part on the support and structured reflection provided by the supervision framework.

Supervision has a number of benefits for workers, clients, and the organisation, including:

- Protection and a commitment to quality service provision for clients through case review
- A forum of accountability for those to whom the worker is accountable (clients, organisation, profession)
- A reflective space for workers to identify their strengths and weaknesses and any personal issues that may impact on their professional practice
- An opportunity for workers to build their skills and identify areas for future development in a supportive environment.

Supervision is a requirement for all workers at UMFC and must, at a minimum, be provided:

- on an individual basis
- for 2 hours per month (pro rata).

## 9. CONTRACT OF EMPLOYMENT

All persons employed by the agency are employed under contract. Each contract will provide specific information relating to policies and procedures, including the code of conduct, confidentiality and privacy procedure and pre-existing medical conditions which are required to be signed by persons commencing employment at UMFC.

## 10. DECLARATION OF CURRENT AND ONGOING CAPACITY

1. I have read and understood this Position Description and in signing this document agree that I am capable of fulfilling all of the requirements of the position described both in writing in this document, along with any verbal explanations in terms of:
  - a) The knowledge, skills and attitudes required, and
  - b) My physical and psychological capacity to undertake the work.
2. Additionally I agree to notify the Agency immediately of **ANY CHANGE** in my capacity to meet the requirements as outlined in this position description including any changes in the status of my driver's license, and/or my ability to meet legislative requirements such as the WWC check and police check.

**Signed:** \_\_\_\_\_

**Attachments:** *Organisational Chart  
Agency Brochure  
Program Brochure  
Benefits of Employment*

**Witnessed:** \_\_\_\_\_

**Date:** \_\_\_\_\_