



Position Description, Family Dispute Resolution Practitioner

Programme:	Regional Family Dispute Resolution
Location:	North West Region
Reports To:	Regional Manager
Approved by:	Chief Operating Officer, CatholicCare Tasmania
Version:	May 2017
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Community Services Employee, Level 6
Full Time Equivalent:	Part time
Clearances Required	Working with Vulnerable People registration (Tasmania); National Police Criminal History Check

Context:

Our Vision: A distinctive culture of care for a thriving community

We pursue our vision by

- Empowering individuals and upholding their dignity
- Enabling family life as the foundation of a healthy society
- Encouraging hope-filled inclusive communities

Our Mission: Service the vulnerable and disadvantaged regardless of circumstance and background

Our mission is grounded in

- A 2000-year commitment of the Catholic Church inspired by the love of God and the example of Christ
- Service physical, emotional, and spiritual needs of people through compassion, mercy and love
- Proactive and professional engagement with stakeholders on evidence-based initiatives

Our Values

Respect

We respect the dignity and worth of every person irrespective of background and circumstances, from the moment of conception to life's natural end. We embrace difference and empower every person to shape his or her destiny.

Hope

We see strength in every person and believe that everyone can grow and build a positive future.

Commitment

We build relationships with those whom we serve and stand by them through the good times and bad. We dedicate ourselves to enhancing their rights and interests.

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Integrity and Accountability

We maintain the highest ethical standards and act with integrity in all we do. We are accountable to the Tasmanian communities we serve, to those who provide our funding, and to each other. We take responsibility for continually learning and improving.

Excellence

We learn from and act on, proven evidence. We maintain the highest standards, and initiate and pursue innovative and best practice approaches to managing change in people's lives.

Social Justice

We strive for fairness, equity and opportunity for all. We take time to care. We speak up for and give voice to, those who are vulnerable, protect the poor and the oppressed, and promote peace and human rights for everyone in our society.

Organisational Environment

The Family Dispute Resolution program is funded by the Commonwealth Government Department of Family, Housing and Community Services & Indigenous Affairs, with the expectation that Catholic Care Tasmania will also apply a fee for service policy to clients, according to the DSS Guidelines. Catholic Care Tasmania, as a child Inclusive Agency, is committed to working in the best interest of young people.

This program aims to assist separated families prioritizing those most disadvantaged or at risk. The program provides mediation/support and education to separated families with family violence interventions. Catholic Care Tasmania is the largest provider of Family Dispute Resolution on the North West Coast.

Primary Objectives:

- Provide support to separated families to build parenting alliances that represent the best interest of their children.
- To focus on the age and stage of development of the children in accordance with the Family Law Act and ensure parenting plans align with this.
- To educate parents on the process of separation for children and to assist them to move through their own grief and loss.
- To actively participate in case allocation and delegate follow up
- To engage and assess suitability of incoming referrals for mediation
- To ensure all decisions to accept new referrals are in line with funding requirements, professional practice skills and safety issues related to quality assurance guidelines
- Develop, implement and evaluate group work programs relevant to clients
- Take responsibility for negotiating appropriate fees with client relevant funding guidelines and agency policy.
- Provide Mediation and group work activities in collaboration with peers, Team Leaders or others.
- Research and maintain awareness to provide current, accurate and accessible information, resources and referral options relevant to the range of the potential needs of the client.

The incumbent in this role is authorized to act as a family counsellor on behalf of Catholic Care Tasmania in accordance with section 10C(1)(b) of the Family Law Act (1975).

Major Accountabilities:

Interpersonal and communication style:

- Act to promote a friendly climate, good morale and cooperation within the Archdiocese of Hobart team
- Sensitivity and sound judgment in dealing with confidential information and sometimes delicate situations
- Develop a positive and collaborative relationship with all stakeholders
- Ensure that behaviour role models appropriate ethical and behavioural standards
- Resourcefulness and commitment to high performance standards and adapt to the ongoing development of agencies
- Ability to communicate information effectively and appropriately to a wider audience in both written and verbal format
- Demonstrated personal qualities of warmth, tolerance and discretion
- Defuses and resolves conflict in a range of situations, where tact and diplomacy are required.
- Provide confidence to all employees or clients that you provide a safe and confidential contact point
- A genuine understanding of, and capacity to work with, vulnerable and disadvantaged individuals and groups.
- Utilising reflective practice, demonstrate strong communication skills and an ability to receive and provide feedback in a positive manner
- Ability to cope with change and take responsibility for monitoring own workload

Professional / technical elements:

- Demonstrated post graduate experience including knowledge and clinical experience in most aspects of Family Law Mediation.
- Demonstrated experience of working with separated families using a range of strategies and tools
- Provide specialist expertise to review and work with the team to minimise the impact of domestic violence within the community and especially within the client group to assist clients to maintain positive relationships with their ex-partner and their children.
- Maintain currency of knowledge by participating in ongoing professional development opportunities, including ongoing training that has been identified to enhance workplace practice.
- Willingness to represent the workplace through relevant committee memberships within the community sector
- Follow Catholic Care Tasmania's procedural approaches as outlined in Catholic Care Tasmania's Childrens' Policy
- Detailed knowledge of statutory requirements relevant to work in this field (as amended from time to time) including:
 - Children, Young persons and their Families Act – Tasmania
 - Tasmanian Family Violence Act
 - Family Law Act (1975) – Federal
 - Current state and federal legislation relating to anti-discrimination
 - Current Work, Health and Safety legislation and regulation
 - Current Privacy Legislation
- Develop and maintain a broad understanding of the Family Law Act (1975), amended 2006, and to operate at all times with a cognisance of the provisions of the Act.
- Sound knowledge of relevant resources available to clients both government and non-government

People management or teamwork activities:

- Participate in regular clinical supervision and performance management processes with the Regional Manager and Clinical Supervisor.
- Attend and actively participate in team meetings and case management reviews
- Participate in peer clinical supervision processes
- Develop and maintain good professional working relationships with all members of the team and with the broader Catholic Care Tasmania and Archdiocese of Hobart teams.
- To actively engage in Bi-Monthly Forums along the North West Coast

Compliance requirements of quality control activities:

- Ensure that you maintain currency of knowledge and participate in ongoing professional development activities to enhance your service delivery and general skills of the Catholic Care Tasmania team.
- Provide support and co-ordination to achieve the required data entry and reporting obligations of all service contracts and quality compliance processes at Catholic Care Tasmania.
- Ensure that file notes and record keeping are written and filed according to statutory obligations and agency policy.
- Maintain all records including work diary, intake sheets, case-notes, statistics and other collected data required by the relevant funding bodies ensuring all information related to clients is stored in a manner which maintains strict standards of confidentiality.
- In consultation with Supervisor, collaborate in preparation and review of organizational planning.
- Work within the Quality Assurance Standards of the agency and participate in strategic and operational planning forums.

Programme specific requirements:

- Detailed knowledge of the issues impacting on disadvantaged individuals, couples and families including unemployment, poverty, domestic violence, child abuse and family dysfunction.
- Sound theoretical knowledge of human development and life cycles.
- Understanding the impact of family abuse on women, children, men and family functioning.
- Knowledge and experience in group work skills and processes with the ability to assist in the planning, implementation and evaluation of group work programs.
- Sound knowledge and experience in conflict resolution with good assertiveness skills
- Sound knowledge and experience in understanding child development re age and stage of development.
- Sound knowledge of relevant resources available to clients both government and non-government

Personal accountability level:

- To work empathetically within the Family Law Act and to represent what is in the best interest of the children.
- Participate in regular professional supervision to maintain accreditation with Attorney Generals office.
- To maintain a neutral position between parties and focus on the needs of the children according to their age/stage of development.
- Ensure appropriate communication and acceptance of accountability for agreed tasks and deadlines
- Represent Catholic Care Tasmania professionally in all contexts
- Exercise some degree of discretion, autonomy, judgement and sound decision making in line with Catholic Care Tasmania's direction and professional standards
- Promote and uphold the Identity and Mission of the Archdiocese of Hobart and the Vision, Mission and Values of CatholicCare Tasmania
- Effectively model CatholicCare Tasmania values to staff, clients and others;
- Uphold the Archdiocese of Hobart Workplace Behaviour Policy and professional standards in accordance with Integrity in the Service of the Church
- Adhere to Work Health and Safety (WHS) standards for a safe workplace; and follow all reasonable WHS direction provided in the completion of work

Risk and Work Health & Safety:

The Archdiocese is committed to ensuring that our operations at all Agencies are conducted with proper regard for health, safety and wellbeing of all.

You are required to observe safe work practices in accordance with training and instruction given and report any risk to your immediate supervisor. Risks arising in the workplace may be financial, site, task or person specific or related to safety.

All employees of the Archdiocese of Hobart will conduct themselves responsibly with proper respect for established rules and procedures and they will consistently perform their jobs with proper regard for the health and safety of others.

The Archdiocese of Hobart expect all employees to participate in and contribute to Work Health and Safety activities, including participation in the consultative processes provided by the organisation, to ensure a safe work environment for clients, our community, employees and visitors.

Selection Criteria

Essential requirements

- 1 Commitment to the vision, mission and values of CatholicCare Tasmania; and a broad understanding of the operation of the Catholic Church in Tasmania
- 2 Essential background:
 - i. Tertiary Qualification in Family Dispute Resolution and accreditation from the Attorney General's Department.
 - ii. Current drivers licence due to requirement to travel around the North West of Tasmania.
- 3 Demonstrated experience and training in Family Dispute Resolution, including working with a child consultant
- 4 Demonstrated experience and training in facilitating psycho-educational group work that is child focussed
- 5 Demonstrated conflict resolution skills
- 6 Demonstrated professional computing and documentation skills
- 7 Proven ability to work within a team environment and network effectively, including resourcefulness and organisation skills
- 8 Ability and willingness to undertake the relevant employee screening processes, including the provision of a National Police Criminal History Check satisfactory to the Archdiocese of Hobart and registration to Work with Vulnerable People (Tasmania).