



Position Description

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| Position Title | Regional Family Dispute Resolution Practitioner (RFDRP) |
| Directorate | Community and Wellbeing Services |
| Reports to | Team Leader Family Relationship Services |
| Date of Job Description | 17/04/2025 |
| Conditions | Conditions of employment are documented in the Mallee family Care Enterprise Agreement 2012 |
| Employment Status | Full Time or Part Time ongoing subject to funding |
| Salary | This position is classified as Band 6 – Specialist Staff, with a salary range of \$88,378 - \$105,047, dependent on qualifications and experience, plus superannuation and the ability to salary package up to \$15,834 tax free, pro-rata |
| Hours of Work | This is a full time or part time position. Work outside normal office hours may be required. |

Position Objectives

To provide high quality and inclusive Family Dispute Resolution (FDR) services. This position will assist families in developing and implementing child focused parenting and or/ property agreements when they are separating, have separated or divorced. The position also involves completing assessments with individuals, providing information, referral and services to strengthen relationships and assist families through separation.

| Key Responsibilities & Duties | Performance Expectations |
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| Intake and Assessment. | Undertake thorough and comprehensive intake and assessment, including screening for risk factors, safety concerns, implementing safety plans if necessary and determining suitability for FDR. |

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| | <p>Ensure intake, assessment, and recommendations comply with the Family Law Act 1975 (Cth), Family Law (Family Dispute Resolution Practitioners Regulations 2025 and other legislative requirements, including the provision of information about the FDR process. Provide information, advice and referrals as appropriate to internal and external service providers.</p> |
| Family Dispute Resolution (FDR) Practice. | <p>Ensure that all communications with parties involved in the dispute resolution process comply with legislative requirements.</p> <p>Conduct FDR sessions assessed as appropriate and utilise the FDR model which best meets parties' needs. This may involve referring to Child Inclusive Practice (CIP) and Therapeutic Assisted Mediation (TAM).</p> <p>Utilise FDR delivery mode which best meets parties' needs. This may involve face-to-face, telephone, online, shuttle, as identified in the intake and through continuous assessment.</p> <p>Ensure appropriate issuing of Section 60I Certificates.</p> |
| Duty of Care and legislative Requirements. | <p>Understand and comply with legislative requirements in relation to confidentiality and duty of care during all stages of FDR process.</p> <p>Maintain confidentiality and duty of care and understand the limits of confidentiality particularly as they apply to risk management (e.g., assessment of domestic and family violence, child safety, threat of harm to self or others, and other risk factors).</p> |
| Data Collection and File Management. | <p>Collect data and complete case notes in accordance with the requirements of MFC and the program funding body using the DEX online data base.</p> <p>Complete case notes as per contact with clients within 24 hours.</p> <p>Maintain files as per the RFDR Program Manual.</p> <p>Prepare monthly reports.</p> <p>Prepare files for closure and feedback as per RFDR Manual.</p> |
| To promote and deliver the RFDR services. | <p>Attend outreach locations regularly to provide FDR services and continue to develop community networking for the service to remain accessible to all clients.</p> |

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| Key Performance Indicators. | Meet KPIs as per the RFDR program Manual. |
| Community Engagement and Education. | Develop and deliver relevant FDR education sessions as directed by the Team Leader for making the services 'accessible'. |
| Accreditation, Professional Development and Supervision. | <p>Ensure compliance with ongoing FDR practice standards and professional development requirements to maintain FDR Accreditation.</p> <p>Participate in regular external clinical supervision and internal supervision as per MFC policy and procedure.</p> <p>Attend scheduled FRC and Directorate meetings.</p> <p>Be receptive to feedback and apply reflective practice.</p> |
| Deliver group information sessions. | Co-facilitate and deliver post separation parenting workshops as required by your Team Leader. |
| Annual Program review and FRC Service Delivery. | Contribute in supervision, team meetings, and directorate meetings to the review of the service delivery. |
| To be compliant with MFC E Learning courses. | Completing compulsory allocated courses each quarter. |
| To undertake other duties as may reasonably be required. | Undertaking other duties required by your Line Manager. |
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Qualifications and Experience:

- Tertiary qualifications relevant to community welfare practice, i.e. Social Work, psychology, Social Science with experience in family dispute resolution.
- Accredited and registered Family Dispute Resolution Practitioner with the Attorney Generals Department.
- To have a broad understanding of relevant legislative requirements as they relate to this field of practice for example; Family law, family violence, child support and child protection.
- A current driver's licence.
- A willingness to travel and preparedness to be accommodated overnight when required.

Key Selection Criteria:

Applicants are invited to submit their application addressing the following selection criteria:

- Tertiary qualifications relevant to community welfare practice, i.e. Social Work, psychology, Social Science with experience in family dispute resolution.
- Must be accredited with or eligible for approval as a Family dispute Resolution Practitioner with the Federal Attorney-general's department as provided by the *Family Law Act 1975*.
- An understanding and practical knowledge of the *Family Law Act 1975*.
- Have the ability and experience to perform a range of family dispute resolution services, including but not limited to conducting intake and assessment, conducting parenting and property FDR and provision of appropriate referrals and information.
- Ability to work as a team player to accomplish goals.
- Ability to balance competing priorities.

Organisation Structure and Values

Mallee Family Care is a Company Limited by guarantee with a community based Board of Management. It was established in 1979 and is a large and diverse community service organisation, providing a wide range of services to the communities of North West Victoria and South West New South Wales.

Day-to-day management for the agency is the responsibility of the Chief Executive Officer, Executive Director People, Culture and Performance, Executive General Manager Community and Wellbeing, Executive General Manager Education, Training and Research and Executive General Manager Child and Family Services.

This structure has been designed to ensure a clear focus on the delivery of services and to utilise the skills and experience of staff in the most efficient and effective manner.

Our Vision

Empowering the vulnerable and disadvantaged in our communities.

By this we mean we want:

- Communities where vulnerable children will be protected.
- Communities where disadvantaged families and individuals will be supported.
- Communities that are committed to supporting those in need.

Our Mission

To enrich lives and to increase opportunities (for those in need) through:

- Services;
- Education
- Research; and
- Advocacy

Our Approach

Our approach to achieving this strategic intent will demonstrate that:

- We are focused on the resolution of issues and will be flexible and adaptive in our approach.
- We understand our communities, we are informed by practice and our focus is on outcomes that matter.
- We work in partnership with stakeholders.
- We consult broadly and engage with our communities.

Other Information:

Mallee Family Care is committed to building an organisation that reflects the diversity of the communities we support.

As an Equal Opportunity employer, we invite applications from people of all walks of life. Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse (CALD), LGBTQIA+, and people living with a disability are encouraged to apply for our roles.

As a Child Safe Organisation, we undertake a range of pre-employment screening checks to ensure all candidates are suitable to work for Mallee Family Care. This includes reference checks from your current or most recent employer and probity checks (National Police Check, Working with Children Check Vic & NSW and NDIS Worker Clearance).

We go to great lengths to ensure that the positions we make available are filled by the most appropriate applicants. To assist with this we undertake a number of selection processes beyond initial interviews.

By submitting this job application, you acknowledge and accept Mallee Family Care's policies related to pre-employment screening checks and understand appointment to the position will be subject to the satisfactory completion of the following:

- Psychological Personality Assessment – California Personality Index (CPI)
- Medical Disclosure Six month probationary period
- Referee Checks (two nominated referees including your supervisor if you are currently working)
- Photocopy of Driver's Licence.
- Police Check
- Working with Children Check
- Safety Screening Statutory Declaration

Benefits of working at Mallee Family Care

- Discounted membership of your nominated gym/health club.
- Direct salary deduction
- Partially paid study leave and practical assistance available for approved courses after 6 months of employment
- Confidential, responsive counselling available for time when personal and work related issues may affect your ability to perform at work (Employee Assistance Program – EAP)
- Flexible working arrangement options (where appropriate)
- Up to date and ergonomic furniture
- A happy and family friendly work environment