

POSITION DESCRIPTION

POSITION SPECIFICS	
POSITION	Dispute & Training Practitioner
LEVEL	MEA 5.1
HOURS	Part-time
REPORTS TO	General Manager
Ongoing employment is subject to government funding of CRS programs.	

Conflict Resolution Service (CRS) is a not-for-profit community organisation established in 1988. CRS is the leading community service provider of diverse dispute prevention, management and resolution services to the ACT community.

CRS provides many services, including:

- Mediation
- Conflict Coaching
- Facilitation
- Information and Referral
- Training
- Mediator Professional Development and Accreditation

Types of disputes CRS assists with include (but are not limited to):

- Workplace
- Neighbourhood
- Social
- Business/Commercial
- Organisations, Committees, Communities
- Family (including young people, wills/estates, guardianship)
- Separated couples including property settlements and parenting arrangements (CRS is a designated provider of Family Dispute Resolution Services under the Family Law Act (Cth))

Services are offered to individuals, government agencies and the private sector. CRS is funded by the ACT Government with additional income being generated through fees for commercial mediation, facilitation and training.

Position Overview

The Dispute & Training Practitioner position is the first point of contact for people accessing Conflict Resolution Services.

The Dispute and Training Practitioner will undertake all initial screening, assessment, mediation and provide conflict coaching where appropriate to those who are experiencing a range of disputes in particular Neighbourhood

Disputes. This position will be based at Housing ACT one day per week to work with Housing ACT tenant managers and clients.

The position is also responsible for providing dispute resolution training, customised training and supporting the organisation to provide Accredited Mediation training.

Client Service Delivery

- a. Direct client service delivery involves assisting parties to prevent, manage and resolve disputes, including:
 - Assist clients to explore options for resolution
 - Conflict coaching, including developing appropriate tools for interventions
 - Assess suitability of dispute for mediation
 - Assist clients to prepare for mediation
 - Manage complex disputes

Training: Delivery and Coordination

- a. Coordinate and facilitate training, including:
 - Alternative Dispute Resolution training
 - Customised training
 - Training to Housing ACT
- b. Support the organisation in the delivery of the Accredited Mediation Training

Quality Assurance

- a. Contribute to Quality Assurance activities related to Conflict Resolution Service
- b. Review all mediation files and follow-up as required with:
 - Mediators providing feedback on their performance and the conduct of the mediation;
 - Clients who have provided feedback on their mediation experience with CRS.

Policies and Procedures

- a. Maintain currency of respective program policies and guidelines, including identifying and addressing any gaps to ensure:
 - Alignment with regulatory and statutory requirements;
 - Best practice in service delivery;
 - Currency of alternative dispute resolution practice; and

Administration and Records Management

- a. Ensure CRS client database is being used accurately and effectively in recording client information, case activity and progress.
- b. Ensure CRS continues to meet the requirements of the Privacy Act in managing data and liaison with other services.

Qualifications

1. Recognised qualification in Mediation in accordance with the National Mediator Accreditation Standards, or similar high-level theoretical background
2. Recognised qualification or experience in organising and delivering training

Desirable

1. Mental Health First Aid Training
2. Family Violence Training
3. Graduate Diploma in Family Dispute Resolution

CONTROL PANEL	
VERSION	1
DATE	June 2019
EMPLOYEE NAME	
SIGNATURE	
DATE	
CHIEF EXECUTIVE OFFICER	
SIGNATURE	
DATE	