

FAMILY PRACTITIONER

POSITION DESCRIPTION

Conflict Resolution service is a nationally accredited alternative dispute resolution service that resolves conflict professionally, competently and compassionately.

- As a not-for-profit organisation we are the leading alternative dispute resolution service in the Australian Capital Territory. Focusing on reducing the emotional and financial impact of conflict on the community.
- As accredited professionals we work in partnerships with courts and are the preferred provider for Government, businesses, the community and individuals to resolve conflict.
- In a distinctive way we respect the rights and voices of all parties engaged in resolving conflict and seek to ensure our costs are low to facilitate access for those on low incomes in our community.
- We are multidisciplinary organisation that specialise in therapeutic case management and holistic wrap around support for vulnerable young people and families.
- We are the only locally based Nationally Accredited Mediation Training organisation.
- All our services are provided through a Trauma Informed lens and as such the organisations leadership is founded on Trauma Informed principles.

[AS A CHARITABLE ORGANISATION CONFLICT RESOLUTION SERVICE KEEPS COSTS LOW TO ENSURE THE CANBERRA REGION CAN ACCESS SERVICES THEY REQUIRE IN A TIME OF NEED.](#)

Conflict Resolution Service is a registered not-for-profit Organisation that has been supporting the Canberra Region in Dispute Resolution Services for over 30 years. Our professional services include:

- family dispute resolution
- community mediation
- programs to prevent youth homelessness
- conflict coaching for families and individuals
- community education

- workplace consultations
- training and professional development for individuals and organisations.

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 Family Practitioner’s role is to work with young people and their families to build healthy and secure family relationships to minimise family conflict and prevent youth homelessness. The role involves working in a small team of like-minded practitioners that understand the importance of supportive peer supervision. Using the philosophy of mediation, the role will comprise of working with families and young people individually and together to prevent, manage and resolve conflict to keep families engaged, connected and strong.

POSITION TITLE	Family Support Program Practitioner
CONTRACT TYPE	Full-time and Part time roles available Availability to work Monday – Friday, between 7am -7pm All CRS employment contracts are dependent on continued Government Funding.
REMUNERATION	Level 4 to level 5 (Social, Community, Home Care and Disability Services Industry Award 2010) Dependent upon skills and experience
PRIMARY LOCATION	1/32-38 Townshend Street, Phillip, ACT 2606
SUPERVISOR	Manager, Children, Family and Youth Programs
KEY RESPONSIBILITIES	The key responsibilities associated with this role include: 1. Client Service Delivery

	<ul style="list-style-type: none"> • Provide direct service delivery in the form of coaching, mediation, case conferences and group conferencing • Liaise with and make referrals to appropriate support services that would further assist young people and families. • Utilising a case management framework, develop and maintain case/action and safety plans. • Develop and source materials and activities to assist parties with conflict prevention, management, and resolution <p>2. Quality assurance</p> <ul style="list-style-type: none"> • Perform regular review and reassessment processes with clients to ensure information is correct, risk is regularly reappraised, goals remain relevant, and success is celebrated • Engage in regular supervision and reflective practice • Actively engage and contribute to Weekly Case Review meetings • Maintain detailed and up to date case notes and documentation • Engage in networking to enhance collaboration and partnerships. <p>3. Policies and Procedures</p> <p>Maintain adherence to respective program policies and guidelines, including identifying any gaps to ensure:</p> <ul style="list-style-type: none"> • Alignment with regulatory and statutory requirements • Best practice in service delivery • Currency of practice; and • Staff welfare and wellbeing. <p>4. Administration and Records Management</p> <ul style="list-style-type: none"> • Ensure CRS client database is being used accurately and effectively in recording client information, case activity and progress • Ensure CRS continues to meet the requirements of the Privacy Act in managing data and liaison with other services. <p>5. Reporting</p> <p>Assist where necessary to internal and external reporting including:</p> <ul style="list-style-type: none"> • Reports to management • Six monthly Service Funding Agreements <p>6. Other duties as directed.</p>
SELECTION CRITERIA	<ul style="list-style-type: none"> • Demonstrated experience in, or strong understanding of dispute resolution services. • Extensive knowledge and experience in trauma informed practice

	<ul style="list-style-type: none"> • Proven ability to work in collaboration with other service providers to improve quality of life for young people and/or families • High level interpersonal and problem-solving skills • Well-developed written and communication skills and ability to document comprehensive case notes • Ability to be flexible and adapt to changing environments • Capacity to work with high needs and complex families. <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Recognised qualification in Mediation in accordance with National Mediator Accreditation Standards • Previous experience working in the not-for-profit sector • Mental Health First Aid Training • Family Violence Training.
<p>QUALIFICATIONS</p>	<ul style="list-style-type: none"> • Tertiary qualification in Social Work, Psychology, or the equivalent • Minimum two years' experience in youth and family case management or equivalent • Full driver's license • WWVP clearance.
<p>CONDITIONS OF EMPLOYMENT</p>	<p>This Job description has been developed and established on the understanding that this job is the employee's primary employment.</p> <p>In consideration of the safety and wellbeing of employees, and the business and other interests of Conflict Resolution Service, all employees are required to obtain prior approval from the CEO to undertake other employment, both paid and unpaid (including voluntary). Failure to do this may be considered a breach of contract and grounds for disciplinary action, including but not limited to termination of employment.</p> <p>In the event that the employee undertakes other employment, this Job description should be reviewed to ensure the interests and obligations of the employee and organisation are met.</p>

CONTROL PANEL	
VERSION	1.3
DATE	March 2024



EMPLOYEE NAME
SIGNATURE
DATE
CHIEF EXECUTIVE OFFICE
SIGNATURE
DATE

