



POSITION DESCRIPTION	
Part 1 – Expectations	Employee
Attachments	Addendum A *Outlines the specifics of the allocated Directorate/Portfolio

About EACH

EACH provides an integrated range of health, disability, housing, counselling, and community mental health services across Australia. We offer a wide range of supports to assist members of our community to lead happier, healthier lives. Our staff are a collective workforce of over 1,700 paid employees and over 250 volunteers.

More information is available at: <http://www.each.com.au>

Our vision	Everyone has the power to live well.
Our purpose	Health and support services that improve lives and strengthen communities.
Our values and behaviours	<p>We care.</p> <p>We welcome you with empathy and hope.</p> <p>We believe making change is possible for everyone.</p> <p>We listen.</p> <p>We take time to understand you, your experiences, and your culture.</p> <p>We work with you and the people important to you, to build the right supports.</p> <p>We learn.</p> <p>We evaluate our actions and always seek to improve.</p> <p>We deliver.</p> <p>We have a 'can do' attitude and find ways to say 'yes'.</p> <p>We do what we say we're going to do.</p>



Expectation of Employees

A key focus of this position is to work collaboratively with their team members, their Directorate and across other Directorates.

They are responsible for leading delivery and/or community through their own contribution.

It is expected that all employees consistently model EACH's values and behaviors and ensure EACH's culture is inclusive, safe, and engaging.

Employee Responsibilities

Employees are responsible for:

- Assessing for quality, safety and risk and taking actions that keep myself, customers, community and staff safe
- Partnering with my team, others at EACH, our customers and community to achieve great outcomes
- Creating a safe, respectful and culturally appropriate space to foster growth, learning, belonging, health and wellbeing
- Contribute to tracking progress and outcomes to ensure alignment with EACH's goals and to reliably deliver on performance targets
- Working within the program/role guidelines and professional boundaries of my role
- Demonstrating behaviours at all times that align to EACH's leadership standards and recognises that you are an ambassador of EACH.

Quality:

EACH staff are required to participate in continuous monitoring and improvement and comply with legislation, professional standards and accreditation standards and any other governing laws that apply from time to time.

EACH staff must have and maintain the appropriate skills and knowledge required to fulfil their role and responsibilities. In addition, they must practice within the specifications of this position description, and where applicable within the agreed scope of practice.

Safety & Wellbeing:

EACH is committed to providing and maintaining a working environment for all staff that is safe and minimises risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by their acts or omissions at the workplace.

As an Employee you understand your responsibilities and accountabilities to yourself and others in accordance with OH&S legislation across the various jurisdictions and EACH's policies.



EACH Child Safe Commitment Statement:

EACH is committed to promoting and protecting the best interests of children and supporting a child safe culture. EACH has zero tolerance for child abuse. Everyone working at EACH is responsible for the care and protection of children and reporting information about suspected child abuse.

All children who come to EACH have a right to feel and be safe. EACH is committed to the safety and well-being of all children whether they are direct service recipients or indirectly linked to our services such as children of customers. The welfare of children and young people is our first priority. We create a child safe and child friendly environment where all children are valued and heard, are safe and protected."

Key Selection Criteria

Skills and Behaviours

- Acts in accordance with EACH's Behavioural and Performance Standards.
- Highly developed communication and interpersonal skills to competently establish and maintain effective working relationships with clients, staff and visitors.
- Demonstrated ability to work collaboratively and enthusiastically within a team to help foster a positive and progressive work environment.

Desirable Experience, Knowledge, and Qualifications

- Tertiary qualifications in a relevant discipline.
- Demonstrated ability in working collaboratively as part of a Team
- Appreciation and understanding of the Not-For-Profit sector and Health services is well-regarded.

Mandatory Competencies and/or Licences

- Completion of an acceptable Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.
- A cleared National Worker Screening Check prior to commencement of employment (if required for the role – not applicable to all roles)

Expected behaviours for all EACH Staff

- Acts in accordance with EACH's Code of Conduct, policies and procedures and is demonstrably committed to EACH's vision, mission, values, and service principles.
- Responds to family violence risk in line with their role and responsibilities and in accordance with the Multi-Agency Risk Assessment and Management (MARAM) Framework and related Frameworks.
- Promotes a 'safety first' culture and acts in accordance with EACH Health, Safety and Wellbeing Policy and management system.
- Ensures EACH Great Care is put through its PACES (Person-Centred, Accessible, Connected, Effective and Safe).
- Promotes and supports a zero-tolerance culture that recognises all people have the



right to live their lives free from abuse, neglect, violence, discrimination and exploitation and acts upon EACH's commitment to recognise, raise and respond to any deviation from a person's human rights.

- Fosters and promotes an inclusive and collaborative work environment where all employees, volunteers and customers feel welcomed, respected, valued and enabled and proud to fully participate, irrespective of their individual differences in background, experience and perspectives. Demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers.
- Demonstrates teamwork and collaboration and positively contributes to group activities.
- Contributes to innovation and continuous improvement and openly shares information and knowledge to enable optimal outcomes for customers.
- Be curious, reflective, and open to continuous learning and new ways of working.
- Successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery.



Part 2 – Addendum: Family Dispute Resolution Practitioner

This document explains the work of the Family Dispute Resolution Practitioner and the outputs they will need to deliver

Position:	Family Dispute Resolution Practitioner
Directorate / Service / Program:	Child and Family
Industrial Instrument Name:	EACH Social and Community Services Employees Enterprise Agreement
Instrument Classification:	Level 5
Reports to:	Team Leader Ringwood Family Relationship Centre
Effective Date:	April 2024

Position summary

Family Relationship Centres (FRC's) are funded by the Federal Government to provide support to strengthen families throughout all stages of their relationships, including during separation.

A Registered Family Dispute Resolution Practitioner (FDRP) conducts assessments and facilitates sessions with separating and separated parents and other people significant to a child in parenting matters. The FDRP will also provide assessment and mediation relating to financial and property matters. As part of the role, the FDRP assesses suitability, ongoing needs and conducts risk assessments, engages supports and or specialist services as required. The FDRP is an accredited, independent and neutral professional who remains focused on the best interests of the children involved as defined in legislation.

At times the FDRP might be required to assist with intake and facilitation of general information sessions. There is also the opportunity to co facilitate the Parenting Orders Program Group.

FDR services at Ringwood FRC are provided in accordance with the operating guidelines of the Department of Social Services, FRC Operational Framework and the policies and procedures of EACH.

At the Ringwood FRC, the FDRPs work within a multidisciplinary team to provide a suite of service to our clients, including counselling and child inclusive practice.

A negotiated limited hybrid office-based and working from home option is available.



Key Deliverables

- Provide Family Dispute Resolution (FDR) in accordance with the legislative requirements and the EACH operational guidelines.
- Work collaboratively with clients and colleagues, with a primary focus on FDR to assist resolution of disputed issues inclusive of parenting, child welfare, child support and finance/property.
- Facilitate the engagement of parents to other services such as a Parenting Orders Program or Children's Contact Service.
- Undertake child focused continuous risk assessments and safety planning with mindfulness to child abuse, psychological harm, family violence, mental illness, addiction, disability etc.
- Document service delivery utilising FRC and EACH templates in accordance with the operating framework and procedures of the RFRC.
- Facilitate referrals to internal and external service providers.
- Participate in evaluation activity and action research processes as required.
- Actively participate in supervision, professional development/training and contribute to the overall team processes and operations of the FRC
- Enjoy collaborative practice as a member of a multi-disciplinary team.

The professional expertise we are looking for in this role

Skills

- Demonstrate a cluster of skills in working with parents within a legislative framework.
- Employ a range of strategies that will engage clients with a high conflict dynamic.
- Proficiency with assisting parties to consider options, discuss issues relating to their dispute/s and to assist with documenting their agreements about future arrangements.
- Ability to maintain a future focus within a high conflict environment, respond to risks and.
- Ability to assess for risk.
- Support clients to develop less conflictual and more constructive strategies for communication with the other person in the dispute.
- Ability to maintain neutrality, manage challenging situations and difficult conversations between disputing parties in a respectful and assertive manner.
- Ability to formulate evidence-based assessments and decisions and to communicate these effectively.
- Skills in assisting people of diverse social and cultural backgrounds to enhance wellbeing, strengthen relationships and provide for the wellbeing needs of their children.
- Well-developed verbal and written communication skills
- Effective time management and organisational skills
- Strong commitment to quality client service provision, excellence, and innovation in work practices.
- Manages own emotional responses and is responsive to those of others.

Mandatory Qualification/s, Competencies

- Current Registration as a Family Dispute Resolution Practitioner
- Completion of a Criminal History Check and Employee Working With Children Check prior to commencement of employment as well as a duty to disclose relevant information that may arise after employment has commenced



Highly regarded Qualifications and/or Certifications

Training in facilitating group work would be advantageous.

Family violence training.