



POSITION DESCRIPTION – Family Dispute Resolution Practitioner

Part 1 – Expectations for Your Role

Position	Family Dispute Resolution Practitioner
Service / Program	Child Youth & Family Wellbeing
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 5
Reports to	Team Leader- Family and Carer Supports
Effective Date	November 2025

Key Deliverables

- **Compliance with Legislative & Operational Guidelines** Provide Family Dispute Resolution (FDR) in adherence to legal requirements and Each operational standards.
- **Facilitation of Dispute Resolution** Collaborate to resolve disputes related to parenting, child welfare, child support, and financial/property matters.
- **Application of Legislative Framework** Demonstrate expertise in guiding parents within legislative parameters to support informed decision-making.
- **Engagement Strategies for High-Conflict Clients** Utilise diverse strategies to effectively engage mandated clients and those involved in complex disputes.
- **Child-Focused Risk Assessment & Safety Planning** Conduct ongoing assessments, addressing concerns related to child abuse, psychological harm, family violence, mental illness, addiction, and disability.
- **Accurate Documentation & Reporting** Ensure service delivery is recorded using FRC and Each templates in line with procedural requirements.
- **Community-Focused Service Delivery** Adapt services to meet the needs of CALD, Indigenous, and GLBTI communities with cultural sensitivity and inclusivity.
- **Coordination of Referrals** Facilitate connections to internal (FRC/Each) and external service providers for comprehensive client support.
- **Active Participation in Professional Development** Engage in supervision, training, and team collaboration to enhance service delivery and operations within the FRC.
- **Group facilitation:** Facilitate groups such as Parenting Order program, General Information session and other activities as determined by Team Leader.

Skills

- **Family Dispute Resolution Practitioner (FDRP) Experience** Demonstrated capability in the role, ensuring impartiality and guiding disputing parties toward agreements.
- **Conflict Resolution & Future Focus** Ability to navigate high-conflict environments, maintain neutrality, manage disputes, respond to risks, and support future-focused solutions.
- **Risk Assessment** Competence in identifying and evaluating all types of risk to ensure informed decision-making.
- **Evidence-Based Decision Making** Strong ability to formulate assessments and communicate decisions clearly and effectively.



- **Handling Challenging Situations** Skilled in managing difficult conversations with respect, assertiveness, and professionalism.
- **Team Collaboration** Ability to work effectively within a multi-disciplinary team, fostering cooperation and shared problem-solving.
- **Cultural Competency & Inclusivity** Commitment to treating all individuals with respect, regardless of culture, race, or sexual identity.
- **Communication Skills** Well-developed verbal and written communication abilities to convey information clearly and effectively.
- **Time Management & Organisation** Proven efficiency in managing tasks, deadlines, and priorities effectively.
- **Commitment to Client Service & Innovation** Dedication to delivering high-quality service with a focus on excellence and continuous improvement.
- **Emotional Intelligence** Ability to regulate personal emotional responses while being attentive and responsive to those of others.

Experience and Knowledge

- Minimum three years' work experience in similar field.
- Knowledge of the FRC Operational Framework, Family Law Act, FDRP Obligations and YCFA and other relevant state and federal legislation.
- Strong understanding of the impact of parental conflict on children.
- Sound understanding of family violence and its impact on children and other family members.
- Comprehensive knowledge of child developmental and Attachment Theory.
- Knowledge and ability to assess and appropriately address risk.
- Demonstrated experience in facilitating groups.
- Have a working knowledge of Microsoft suite of programs (e.g. outlook, word, excel)

Qualification/Registrations/Licences (*Mandatory only*)

- Registered Family Dispute Resolution Practitioner.

Physical Requirements

- Office Environment: Ability to sit for extended periods and use office equipment.
- Data Entry: Capability to type and handle administrative tasks.
- Office Mobility: Ability to move around the office and attend meetings.
- Light Lifting: Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- Visual & Auditory: Ability to read documents and communicate effectively in person and via phone/video.
- Travel: Ability to travel locally to Each locations.
- After Hours and Outreach- ability to work after hours and outreach based on program needs



POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each’s values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each’s goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each’s policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria

Skills & Behaviours

- Adhere to Each’s Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.



- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.