



Job Description Form

Department of Justice Purpose

To provide high quality and accessible justice, legal, registry, guardianship & trustee services that meet the needs of the community and government

Position Title Mediation Case Officer		
Effective Date June 2018	Position Number 5050 & 000809	Level 5
Division Strategic Reform	Directorate Policy and Aboriginal Services	Branch Aboriginal Mediation Service

Divisional Outcomes

The Strategic Reform Division is responsible for strategic policy and legislation projects to support the Government's wide-ranging reform agenda and the provision of effective justice services in Western Australia.

Directorate Outputs

- The delivery of Government Policy and relevant services to the Aboriginal community in a diverse range of justice initiatives.
- The development, implementation and co-ordination of the policy underpinnings for the Attorney General's wide ranging, dynamic and challenging law and order priorities.
- Proactive contribution to these priorities through up to date research, use of statistical analysis, environmental scanning and outcome evaluations.
- Provision of policy advice, information and knowledge to assist departmental strategic planning and business area planning and decision making.

Branch Outputs

See Directorate Outputs.

Role of this Position

The Aboriginal Mediation Service (AMS) provides mediation and conflict resolution services to Aboriginal and Torres Strait Islander people throughout the State. It also provides information and training sessions on alternative dispute resolution to individuals, families and communities; as well as government and non-government agencies and groups.

The Mediation Case Officers, under direction, will be responsible for:

- ❖ Providing information about mediation and conflict management services;
- ❖ Supporting and providing information to the panel of contract mediators;
- ❖ Reviewing the case management of files;
- ❖ Developing and delivering information on mediation and dealing with conflict;
- ❖ Preparing all relevant correspondence and completing administrative tasks such as booking venues and logistical organisation;
- ❖ Assisting the Manager in the development and implementation of policies and procedures to continually improve AMS;
- ❖ Representing the Manager or the Aboriginal Mediation Service when required;
- ❖ Preparing the brief to be sent to the mediator appointed to conduct the mediation;
- ❖ Recommending referrals to other agencies if the matter is not suitable for mediation;
- ❖ Promoting the Aboriginal Mediation Service to inter-agencies, stakeholders, government and non-government organisations;
- ❖ Providing support and cultural relevance at mediation, if required;
- ❖ Providing information to referrers about the Aboriginal Mediation Service.

Position Title Mediation Case Officer		
Effective Date June 2018	Position Number 5050 & 000809	Level 5
Division Strategic Reform	Directorate Policy and Aboriginal Services	Branch Aboriginal Mediation Service

Responsibilities of this Position

Corporate Citizenship

- ❖ Demonstrate high standards and practice of ethical conduct and behaviour as required under the Departments frameworks of Code of Conduct and Public Sector Code of Ethics.
- ❖ Demonstrate a commitment to the ethos of Equal Employment Opportunity principles through personal conduct and daily interaction with colleagues.
- ❖ Demonstrate commitment to the legislative obligations set out in the *Occupational Health and Safety Act 1984*.
- ❖ Take reasonable care to ensure their own safety and health, and that of others at work, and comply with the department's policies and any other direction given for their safety and health in the workplace

Service Delivery

- ❖ Deliver consistent and fair client service to Aboriginal and Torres Strait Islander people who contact the Aboriginal Mediation Service requesting mediation or conflict management.
- ❖ Support the Manager to ensure the operational outcomes of AMS are achieved in an efficient and effective manner.
- ❖ Provide information about mediation and conflict management services.
- ❖ Ensure that case management practices within AMS are relevant and responsive to client needs.
- ❖ Present and deliver information on mediation and dealing with conflict to stakeholders, both government and non-government, and communities.
- ❖ Provide advice and report on cultural and community issues on a case by case basis, recognising difference and diversity between Aboriginal and Torres Strait Islander peoples.
- ❖ Prepare and present written or verbal reports to the AMS Manager, as required.

Policy, Planning and Procedures

- ❖ Contribute to the development and implementation of the Service's operational plans and processes.
- ❖ Ensure the implementation of and compliance with relevant legislation, policies, organisational procedures and professional standards.
- ❖ Review and revise current procedures to reflect changing needs of Aboriginal and Torres Strait Islander communities and people using AMS with a focus on appropriate cultural elements.

People Management

- ❖ Mentor trainees and new staff, as required.
- ❖ Identify the training and development needs of staff as required.

Continuous Improvement

- ❖ Continuously improve programs and services provided by AMS including co-ordinating and/or undertaking research projects.
- ❖ Take a Department wide approach to continuously improve systems, technology and processes and implement new systems as required.

Stakeholder Relationships

- ❖ Ensure effective communication within and outside the team through appropriate communication strategies and processes.
- ❖ Deliver appropriate information sessions to key stakeholder groups.
- ❖ Provide input on cultural matters, where appropriate, to staff, stakeholders and clients.
- ❖ Represent the Service/Branch at internal and external forums when required.
- ❖ Communicate effectively with government and community groups to ensure that information about AMS is promoted appropriately.
- ❖ Make referrals to other agencies if matter is not suitable for mediation.

Position Title Mediation Case Officer		
Effective Date June 2018	Position Number 5050 & 000809	Level 5
Division Strategic Reform	Directorate Policy and Aboriginal Services	Branch Aboriginal Mediation Service
Skills, Knowledge, Behaviours and Qualifications		
<p><u>SKILLS</u></p> <p>Communication</p> <p>Effective written, oral and interpersonal communication. The ability to deliver a high standard of client service to people contacting the Aboriginal Mediation Service, including empowering, motivating, managing conflict and fostering mutual trust and respect. The ability to communicate effectively with diverse audiences using a variety of strategies.</p> <p>Team Building And Maintaining Relationships</p> <p>The ability to participate in team meetings, lead by example and establish and manage effective workplace relationships and external networks to achieve positive outcomes. The ability to establish relationships with stakeholders and represent and promote the Service, the Directorate and the Department of the Attorney General.</p> <p>Problem Solving</p> <p>The ability to work together as a team to develop effective solutions to complex problems at an operational level to achieve positive outcomes.</p> <p>Priority Setting And Delegation</p> <p>The ability to set and meet work priorities within a team to achieve outcomes within timeframes. The ability to structure time and manage workload to regularly meet deadlines.</p> <p>Information And Knowledge Management</p> <p>The ability to use information and knowledge effectively to meet operational needs and outcomes. The ability and confidence to develop and deliver information about the Aboriginal Mediation Service to diverse audiences.</p> <p><u>KNOWLEDGE</u></p> <p>Knowledge and understanding of alternative dispute resolution processes, including mediation, conflict management and facilitation. Knowledge and understanding of Aboriginal society and culture and the demonstrated ability to apply it to effectively communicate with Aboriginal people, communities and organisations. Knowledge and understanding of the factors that impact upon Aboriginal people's involvement in the criminal justice system. Understanding of Occupational Safety and Health and Equal Employment Opportunity legislation</p> <p><u>BEHAVIOURS</u></p> <p>Client Focus</p> <p>Respond to client needs in a timely manner. Deal with clients who are in dispute, vulnerable and under stress in an empathetic and professional manner to achieve positive outcomes. Take responsibility for maintaining AMS service delivery in a sensitive environment and treating clients with respect and confidentiality.</p> <p><u>QUALIFICATIONS</u></p> <p>Aboriginality as defined under Section 50(d) of the Equal Opportunity Act 1984.</p> <p>Intrastate travel as required Other duties as required</p>		

Position Title Mediation Case Officer		
Effective Date June 2018	Position Number 5050 & 000809	Level 5
Division Strategic Reform	Directorate Policy and Aboriginal Services	Branch Aboriginal Mediation Service

Work Related Requirements (Selection Criteria)

For a full description of each criterion, see the section, "Skills, Knowledge, Behaviours and Qualifications".

ESSENTIAL

Aboriginality as defined under Section 50(d) of the Equal Opportunity Act 1984.

SKILLS

- ❖ Communication
- ❖ Team building and maintaining relationships
- ❖ Problem solving
- ❖ Priority setting and delegation
- ❖ Information and knowledge management

EXPERIENCE

- ❖ Experience in providing mediation and conflict resolution services to Aboriginal people.

KNOWLEDGE

- ❖ Knowledge and understanding of alternative dispute resolution processes and techniques.
- ❖ Knowledge and understanding of Aboriginal society and culture and the demonstrated ability to apply it to effectively communicate with Aboriginal people, communities and organisations.

DESIRABLE

Possession of a relevant tertiary qualification.

Completion of an accredited mediator course or commitment to complete an accredited course within 12 months of appointment.

Position Title Mediation Case Officer		
Effective Date June 2018	Position Number 5050 & 000809	Level 5
Division Strategic Reform	Directorate Policy and Aboriginal Services	Branch Aboriginal Mediation Service

Reporting Relationships

Title Director, Policy & Aboriginal Services
Classification Class 1

Responsible To

Title Manager Aboriginal Mediation Service
Classification Level 7

Responsible To

THIS OFFICE

Other offices reporting to this office

Title and Classification: Assistant Project Officer L3 Administrative Support Officer L1

Offices under direct responsibility

Title	Classification	Number of FTEs Supervised and controlled
NIL		

LOCATION/ACCOMMODATION	LOCATION PERTH
ALLOWANCES	ACCOMMODATION Intrastate travel required
SPECIAL CONDITIONS	Aboriginality as defined under Section 50(d) of the Equal Opportunity Act 1984.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

DELEGATED AUTHORITY APPROVAL *As per the Human Resource Management Delegations*

Delegated Authorities Name	Executive Director Strategic Reform – Fiona Emmett
Signature	
Date	7 May 2018