



# Job Description Form

## Generic **Casual Mediator**

### Aboriginal Mediation Service

#### Position details

---

Classification Level: Level 4

Award/Agreement: PSA 1992 / PSGOGA 2017

Position Status: Casual

Organisation Unit: Strategic Reform Division, Policy & Aboriginal Services Directorate

Physical Location: Perth Metropolitan and Regional WA areas

#### Reporting relationships

---

Responsible to: 005004 Manager Aboriginal Mediation Service – Level 7

**This position: Casual Mediator - Level 4**

Direct reports: Nil

#### Overview of the position

---

The Policy and Aboriginal Services Directorate is responsible for strategic policy and legislation projects to support the provision of effective justice services in Western Australia.

The Aboriginal Mediation Service (AMS) plays a key role in assisting Aboriginal and Torres Strait Islanders to resolve conflict before it escalates to violence or results in court action.

Under the supervision of the AMS Manager, Mediators assist in providing a culturally inclusive mediation service to metropolitan, regional and remote Aboriginal and Torres Strait Islanders within Western Australia. The position works with the aim of reducing the escalation of conflict, protecting the community and directing clientele towards the adoption of conflict resolution skills thus reducing contact with Police and the judicial system. Mediators use research led contemporary mediation approaches to assist parties to make their own mutually acceptable agreements about the issues in dispute. They also undertake their duties with understanding and sensitivity towards Aboriginal and Torres Strait Island cultural groups.

## **Job description**

---

As part of the AMS team, the successful applicant will be expected to:

- Work to improve communication and model integrity and respect in all interactions
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity
- Operate within the chain of command to coordinate activities required to meet the Department's strategic objectives
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate
- Facilitate cultural and management reforms within the Department through leadership and engagement
- Represent the Department's interest on committees and working groups as required.

## **Role specific responsibilities**

---

- Provide information to the parties of AMS' conflict resolution process including intake screening, pre-mediation assessment and mediation, when required.
- Conduct Intake Screening and Pre-Mediation assessments with parties to determine suitability for mediation, when required.
- Conduct mediations using the AMS co-mediation culturally appropriate ADR model between parties in conflict. These matters will be allocated to the Mediator by the AMS Manager. The Mediator's role includes but is not limited to:
  - Facilitation of mediation with the parties through face to face, telephone or shuttle mediation.
  - Provision of a mediation completion report.
  - Debriefing upon completion of the mediation session.
  - Deliver information sessions and presentations to inter-agencies, stakeholders, government and non-government organisations.
- Use culturally appropriate work practices.
- Ensure practices meet policies, processes and national standards.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

## **Job related requirements**

---

In the context of the role specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

### **Shapes and Manages Strategy**

The ability to; understand the reasons for decisions and how they are related to their work, understand the work environment and identify issues that may impact own achievement and contributes to team planning, draw on information from a range of sources and to use common sense to analyse what information is important, anticipate issues that could impact on tasks and identify risks and uncertainties in procedures and tasks are all important for this role.

### **Achieve Results**

The ability to; monitor progress against performance expectations to ensure deadlines are met, communicate outcomes to supervisor, apply and develop capabilities to meet performance expectations, demonstrate knowledge of new programs, products or services relevant to the position, work to agreed priorities, outcomes and resources and be responsive to changes in requirements are fundamental to this role.

### **Builds Productive Relationships**

The capacity to; build and maintain relationships with team members, other teams, colleagues and clients, share information with team members, seek input from others, contribute to team discussions and ensure that others are kept informed, maintain an awareness of personalities, motivations and diverse qualities, treat people with respect and courtesy and an ability to act on constructive feedback.

### **Exemplifies Personal Integrity and Self-Awareness**

An ability to; listen when own ideas are challenged, provide accurate advice to colleagues and clients and to check and confirm the accuracy of information prior to release, take responsibility for mistakes and learn from them, acknowledge when in the wrong, seek advice and assistance from colleagues and supervisor when uncertain. Engage with risk by providing accurate information, seeking guidance when required and reporting potential risk issues to supervisor.

### **Communicates and Influences Effectively**

A demonstrated ability to; structure messages clearly and succinctly orally and in writing, focus on gaining a clear understanding of others comments by listening and questioning for clarity, check that own views have been understood, listen to differing ideas to develop an understanding of the issues are essential in this role.

## **Role Specific Criteria**

- Flexibility to give sufficient time to mediating matters for the AMS and willingness to travel including overnight stays away from home.
- Knowledge and understanding of Aboriginal culture, values and belief and working in a cross-cultural environment in connection to dealing with prolonged conflict in a sensitive and culturally appropriate manner.

- High level of communication and interpersonal skills with an emphasis on negotiation, conflict resolution and the ability to actively listen.
- Ability to remain impartial and work collaboratively to foster outcomes in individual and group settings.
- Ability to complete mandatory training in order to apply the AMS mediation model of service aligned with national standards.

### **Special requirements/equipment**

---

To be appointed as a Mediator with the AMS an applicant meet the following requirements or be able to obtain:

- Completion of an accredited mediation course and be eligible for national accreditation with the National Mediation Standards Board or commitment to complete within 6 months of commencement
- Hold a current manual drivers licence (class C) to operate 4WD vehicles.
- Hold a current Working with Children card.
- Travel via airplane including light aircraft to remote communities.
- Be away from home for periods of time.
- Attend quarterly professional development

### **Certification**

---

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

<Delegated Authority title>

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

HR certification date: \_\_\_\_\_