

Position Description

Job title: Family Services Resolution Coordinator
Date: February 2022
Group: Operations
Location: Auckland, Wellington or Christchurch
Reports to: Operations Manager, Family Services

Position Purpose

Accountable for providing high quality, efficient and timely support services to families and a range of parties from different backgrounds over the phone. Required to case manage from start to finish and provide parties with relevant information to assist them to get to mediation.

Position Dimensions

Budget	n/a
Staff	No direct staff responsibilities
Internal relationships	<ul style="list-style-type: none"> • GM Operations • Operations Manager, Family Services • Duty Mediators • Head of Practice • Senior Resolution Practitioners, Resolution Practitioners, Resolution Coordinators • All other Fair Way staff members
External relationships	<ul style="list-style-type: none"> • External stakeholders and parties to the review

Position Responsibilities

- Provision of excellent primarily phone based service to families and our community of stakeholders.
- Clear communication of information about Fair Way’s dispute resolution processes and procedures.
- Develop an understanding of the specific requirements in relation to the needs of families and rights of the child and our obligations when arranging coordination of any mediations.

- Deliver a consistent high standard of service for families, in accordance with the “Fair Way way” (of dispute resolution) that delivers to the needs of the family.
- Ensure you understand the parties needs and concerns and explain the requirements and processes in a way that provides the parties with clarity.
- Work closely with all Senior Resolution Practitioners, Resolution Practitioners and Contractors.
- Monitor and manage the progress of cases against timelines.
- Identify any health and safety concerns, ensuring legislative requirements are met.
- Follow Fair Way’s guidelines and procedures for dealing with confidential and private information.
- Assist the Senior Resolution Practitioners, Resolution Practitioners and Contractors in problem solving to ensure a smooth and seamless transition of cases to assist Fair Way’s in achieving its operational outcomes.
- Follow established procedures and seek ways to improve the experience of parties.
- Meet KPI’s and targets.
- Ensure your team is supported and workloads are shared.
- Manage the Health and Safety risks associated when meeting parties in resolution.
- Actively participate in Health and Safety in all work-related activities, including keeping up to date with any policy or procedures or important safety messages and practices.

Client Service

- Provide first class customer service to all families coming to Fair Way for dispute resolution services.
- Gather appropriate information from parties as required for an FDR provider to be able to make a decision on suitability for FDR mediation as required under the Family Dispute Resolution Act 2013.
- Assist parties to complete a Funding Declaration Form or invoice parties for mediation.
- Ensure data and information gathered is accurate and includes all relevant information prior to mediation or PFM (Preparation for Mediation). This includes making sure information is not duplicated across systems.
- Send out all relevant information to parties before mediation.
- Use the electronic case management system to document interactions with parties.
- Where the families have been referred by the Court to FDR ensure that all relevant information is recorded including the FAM court number, the timeframe allocated by the court and that the case is managed within the timeframe allocated or as further agreed.
- Support Senior Resolution Practitioners, Resolution Practitioners and Contractors with management of disputes and ensure expectations of all parties to a dispute are clearly understood and managed.

- Proactively identify and understand parties issues and lead by example to maximise customer focus in the team by providing feedback and ensuring issues are recognised and addressed promptly.
- Contribute to recording, retaining and sharing knowledge and expertise relevant to family services.
- Assist families coming through the relationship property mediation service as and when required.

Technical capability and experience requirements

- Demonstrated excellent customer service and communication skills in a similar environment.
- Clear and competent communicator over the phone, used to dealing with a wide range of people from different backgrounds.
- Experienced taking inbound and making outbound calls and being responsible for managing own work collaboratively with others in the team.
- Ideally a good understanding of dispute resolution, particularly negotiation and facilitation and competence in gaining agreement, problem solving and when to refer questions regarding relevant legislation to Senior Resolution Practitioners and Resolution Practitioners.
- Ensure culturally responsive practices are included when engaging with families particularly in relation to the needs of Maori.
- Attention to detail, including identifying privacy and health and safety risks as well as responsiveness to important legislative time frames task prioritisation and workflow management skills.
- Resilience and adaptability and the ability to keep the focus on short and long-term goals.
- Familiar and competent with data input and case management programmes across multiple systems.
- Use of Outlook internally and externally, electronic Case management systems and Word and Excel.

Behavioural requirements

- Is adaptable and can operate confidently.
- Works collaboratively with colleagues to achieve shared outcomes.
- Resilience to deal with complex and difficult family issues.
- Applies common sense to a variety of situations showing initiative where appropriate to achieve the best outcome in the situation.
- Is patient and responsive to a wide range of people from different backgrounds with a variety of different needs and concerns.
- Ability to listen and respond appropriately.

- Focus on developing skills through seeking mentoring and ownership of career development in a variety of different ways – through courses, on the job training and working with your manager or mentor.
- Understand and ‘live’ the values of Fair Way.
- Demonstrate the highest standards of Health and Safety as a Fair Way employee.
- Be culturally appropriate to all cultures and, in particular aware of Māori values, concepts and needs.