

Position Title	FDR Coordinator
Classification	ASO4
Responsible to	Nominal FDR Manager
Number of direct reports	Up to 2
Number of indirect reports	Nil

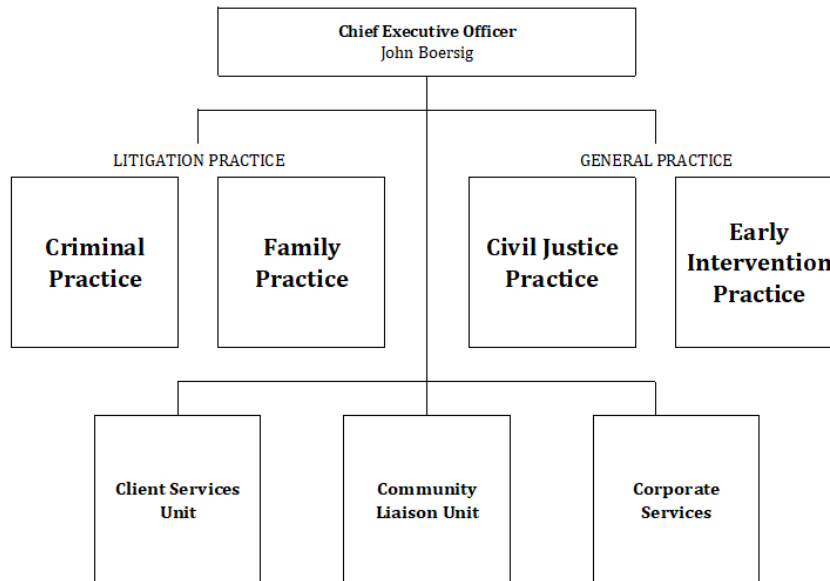
The Legal Aid Commission (ACT) (Legal Aid)

Legal Aid, established under the *Legal Aid Act 1977*, is dedicated to promoting a just society in the ACT. Its mission is to ensure vulnerable and disadvantaged individuals receive the legal services necessary to protect their rights and interests, enhance community understanding of the law, and advocate for law reform that benefits those in need.

Legal Aid focuses on early legal intervention, particularly for groups such as victims of family violence, children, the elderly, First Nations people, people with disabilities, and culturally diverse communities. Key objectives include:

- ensuring equitable access to legal services and facilitating early resolution of legal issues, with appropriate referrals to support services.
- improving service efficiency and timeliness to assist more people and enhance legal understanding within the community

Further information about Legal Aid can be found at <http://www.legalaidact.org.au>.



Client Services Unit

The Client Services Unit provides operational and procedural administration of applications (grants) for legal assistance, including (but not limited to):

- processing applications (grants) and determining eligibility for assistance in accordance with means, merit and matter-type guidelines
- arranging and managing assignment of legal-assisted cases to in-house or private lawyers
- determining requests for extensions of assistance
- certifying accounts for professional fees and disbursements

The Family Dispute Resolution (FDR) program sits within the Client Services area, and provides dispute resolution services in the form of conferences, chaired by an impartial third party, with the aim of resolving family law disputes out of court.

All Legal Aid staff should be aware that they may occasionally encounter sensitive materials in written, verbal, or photographic form as part of their regular duties.

Position Overview

The FDR Coordinator assists separated families in the ACT to resolve their family law parenting and property disputes through lawyer-assisted mediation. The position consists of project management to develop and promote family law mediation in the community and to the legal profession.

The role will include but is not limited to:

FDR Service Coordination

- Ensure s60I Certificates are completed by accredited practitioners
- Coordinate the progression of FDR files towards conferencing and communicate with self-represented persons, solicitors and convenors/FDR practitioners.
- Ensure that the FDR Practice maintains statistical data and complies with Commonwealth reporting requirements
- Approve invoices for payment from convenors and FDR duty solicitors.
- Develop a training manual and processes and implement training of new support staff
- In consultation with nominal FDR Manager, develop opportunities for training lawyers
- Ensure IT issues relating to FDR conferencing are identified and resolved in a timely manner
- Coordinate intake and assessment processes and determine suitability for FDR
- Develop new program initiatives and consult with stakeholders
- Prepare reports in relation to Commonwealth reporting requirements
- Manage panel of FDR convenors
- Triage complaints with escalation to the nominal FDR Manager
- Assess FDR referrals e.g. from Women's Legal Centre, Legal Aid ACT FASS service, Relationships Australia, Aboriginal Legal Services and private profession

Staff Supervision

- Supervise staff to ensure there is safety planning in appropriate FDR matters.
- Supervise staff to ensure appropriate referrals are made for self-represented persons in FDR
- Recruit, select, onboard and train employees and develop personal growth opportunities
- Plan, monitor and appraise work performance
- Implement and enforce systems, policies and procedures

Corporate Responsibilities

- Represent Legal Aid in a professional manner by upholding the ACT Public Service Values
- Contribute to continuous business process improvement and the development of procedures
- Work towards performance objectives and KPIs identified in strategic, operational and individual performance development plans
- Be responsible for applying WHS to daily tasks performed in the workplace, report all matters beyond your authority and take all practical measures to ensure that your workplace is safe and without risk to health or property
- Comply with all Legal Aid ACT policies and procedures
- Perform other duties as directed, consistent with the classification level of the position and in line with competencies
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Position Requirements

The information below describes the capabilities that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Experience in an administrative management role
2. Demonstrated ability to interpret and apply legislation

Behavioural Capabilities

1. Demonstrated ability to lead a team in a fast-paced professional environment
2. Demonstrated interpersonal and written and oral communication skills
3. Strong organisational skills with a high degree of drive and a commitment to achieving positive, collaborative outcomes
4. Ability to assess priorities and manage competing deadlines both independently and as a member of a team
5. Initiative, sound judgment and the capacity to respond to requests for assistance or resourcing in urgent matters

Desirable Qualifications

1. Post-secondary qualifications in administration or business