Role description – Manager – Indigenous Mediation Projects (Specified)

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<tr>
<th>Branch</th>
<th>Justice Services</th>
<th>Unit</th>
<th>Indigenous Mediation Projects</th>
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<tbody>
<tr>
<td>Location</td>
<td>Brisbane or Cairns or as negotiated</td>
<td>Closing date:</td>
<td>Day / date / month / year</td>
</tr>
<tr>
<td>Classification</td>
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<td>Salary per fortnight</td>
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<td>Type of vacancy</td>
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<td>Salary per annum</td>
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<tr>
<th>Contact Name</th>
<th>Title</th>
<th>Telephone</th>
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<tr>
<td>Phil Venables</td>
<td>Manager – Indigenous Mediation Projects</td>
<td>0419 740 319</td>
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The Department of Justice and Attorney-General

The department contributes to a fair and just society and safe, healthy, productive workplaces and community. The department values cultural capability and supports the engagement, participation and advancement of Aboriginal people and Torres Strait Islander people across all occupational streams.

About the Business Unit

This role is a member of two business units within the Justice Services Division of the department: the Dispute Resolution Branch (DRB) and the Courts Innovation Program (CIP). DRB’s role is to assist Queenslanders to resolve their disputes more effectively. It does this by providing a range of services including civil mediation, restorative justice conferencing, child protection conferencing, training in mediation and conflict management and specialist Indigenous projects. CIP’s role is to respond to the needs of people from marginalised and disadvantaged backgrounds, especially those with multiple and complex needs, who interact with the justice system. This includes the Community Justice Program and the Murri Courts.

About the Role

The role is primarily project management and service delivery work in remote Aboriginal and Torres Strait Islander communities. Currently one project operates in Aurukun, the other on Mornington Island.

The position will be based in either Brisbane or Cairns or as negotiated with the successful applicant. It will require living away from your home base for periods of four to 12 weeks. The length of time spent on projects in the field will depend upon program support needs and also subject to negotiation. Ongoing extended periods away from home is a requirement of the position.

The current principal responsibility is to provide intensive on ground support to the local Mediation Coordinator in the management and delivery of the Aurukun Restorative Justice Project (ARJP) including its mediation service. The Aurukun Community Justice Group is funded to deliver this project and employs the Mediation Coordinator. This will involve living in Aurukun in Government provided housing for extended periods. This project is funded to June 2017 and a decision on ongoing funding and support for the ARJP will be made around that time.

For the ARJ Project line management is to the Executive Manager, Courts Innovation Project.

Another key responsibility is to support and supervise the Junkuri Laka Justice Association in its deliver of peacemaking / mediation services on Mornington Island. The Mornington Island Restorative Justice (MIRJ) Project commenced in 2008 and worked with Elders and families to develop a peacemaking service which was inclusive of local culture and accepted by the more formal justice system. Consistent service delivery has been provide since October 2009 and local management of the service by Junkuri Laka was formalised in early 2012 under a service delivery agreement. Support and supervision will entail ongoing monitoring service delivery and the budget, addressing operational issues as they arise and reporting to the Commonwealth funding body. It will require three community visits per year.

For the MIRJ Project line management is to the Executive Manager, Dispute Resolution Branch, who also maintains line management responsibility for all other aspects of the position.

The position also has broad responsibility for ensuring best practice in mediation services provided by the Dispute Resolution Branch (DRB) in Queensland when working with Aboriginal and Torres Strait Islander clients.
Key Responsibilities – Aurukun Restorative Justice Project

- Supervise, mentor and support the Mediation Coordinator in the provision of peacemaking services and, as the need arises, work in close collaboration with the Coordinator of the Aurukun Community Justice Group and its Elders.
- Provide strategic leadership, planning and management support for the Aurukun Restorative Justice Project in relation to local capacity building to deliver its peacemaking activities including mediation services.
- Engage Aurukun families in further education on peacemaking including the mediation process further develop models of mediation operating in the community.
- Recruit and train and support a pool of local mediators. Training will include ongoing on-the-job experiential learning as well as informal and formal training sessions as the need arises and resources permit.
- In partnership with the mediation coordinator deliver the full range of mediation services including conflict coaching for clients, intake and assessment and referral services, individual and family based mediation, victim offender and workplace mediation for Aurukun residents and agencies.
- Liaise and collaborate with community Elders and agencies to deliver improved peacemaking and other social services to individuals, families and community. This includes contributing to community agency workshops and committees on community safety and school attendance.
- Maintain close and productive working relationships with all stakeholders in the Justice System and provide support to and enlist support from the Community Police and local Police Liaison Officers. Ensure the project operates within its Funding Agreement and that work standards are maintained. Provide reports to line management as required including as required.
- Manage the project’s departmental budget and participate in the effective use of the Justice Groups mediation budget.
- Maintain efficient office management systems and ensure proper case and administrative records are kept including prompt and accurate payment of Fee-for-Service Mediators.
- Provide support and participate in any evaluation of the ARJP.

Key Responsibilities – Mornington Island Restorative Justice Project

- Maintain oversight of the project including supporting service delivery and monitoring the budget.
- Visit the service three times per year in accordance with the Funding Agreement and support and provide ongoing training initiatives for local mediators.
- Assess monthly invoices for their accuracy and make recommendations to the delegated officer about their timely payment.
- Liaise with relevant community agencies on the performance of the project and promote ongoing close working relationships with the MIRJ project.
- Provide reports to the Commonwealth funding body as set out in the Service Delivery Agreement.
- Manage any complaints made against the MIRJ Project in accordance with Departmental procedures.

Key Responsibilities – State-wide responsibility

- Contribute to the development and delivery of best practice dispute resolution services with Aboriginal and Torres Strait Islander clients and communities across the state.
- Develop and maintain links and networks with mediators working in Aboriginal and Torres Strait Islander communities across the state and nationwide and keep informed on new and innovative practice and projects.
- Undertake other duties as identified by the Executive Manager.
How you will be assessed

The ideal applicant for this role will be someone who can demonstrate the following key attributes as they apply to the key responsibilities of the role.

1. Demonstrated leadership and management skills – including good judgement and complex decision making within an organisational and legislative framework and an understanding or the capacity to rapidly acquire understanding of Dispute Resolution Centres Act 1990 and ADR principles – particularly restorative justice;
2. An ability to engage and work independently and effectively with the community and with families in remote Aboriginal and Torres Strait Islander communities;
3. Demonstrated high level interpersonal, communication and negotiation skills and proven success in liaising and consulting with a range of internal and external stakeholders with diverse backgrounds: particularly with Indigenous communities;
4. Proven success in project management, analysis and report writing;
5. Demonstrated knowledge of the criminal justice system and how specific elements of the justice system impact on Indigenous people.

* These attributes are based on the Queensland Public Service (QPS) Capability and Leadership Framework and have been tailored for this department.

Career development

This role is a member of two teams: Dispute Resolution Branch (40 people) and Courts Innovation Program (44 people) within Justice Services Division of the department. While this role primarily works remotely in a specialist field there are expert colleagues in both units to provide support, guidance and development opportunities.

Mandatory Qualifications, Conditions and Requirements

1. A tertiary qualification in social work, community development or similar social sciences, dispute resolution or related professional experience in remote Aboriginal and Torres Strait Islander communities is preferred.
2. National Mediator Accreditation under the National Mediator Accreditation System and experience in facilitative mediation is preferred. An ability to gain National Mediator Accreditation will also be considered.
3. At the discretion of the Executive Manager, the successful applicant may be required to participate, and be assessed as competent, in following two training programs.
   a. Mediation Skills training course
   b. Mediator Development including National Mediator Accreditation Assessment
4. A current driver's license is essential.
5. The applicant must be able to travel throughout Queensland with extended absences as required.

Interested in applying?

Applicants are encouraged to read the Applicant Information Package as it contains information to assist with understanding the department’s recruitment and selection process. To be considered for this role, please provide the following information to the selection panel for assessment of your suitability:

- A completed Application for Advertised Vacancy form (not required if applying on Smartjobs)
- An application Cover Sheet or covering letter
- A statement (2 pages maximum), including examples, outlining your suitability for the role by addressing the key attributes under ‘How you will be assessed’.
- The statement must be in Arial Font size 11. Please Note: Your statement may be considered as an example of your written communication skills.
- Your current resume
- As this is a specified position, applicants are required to nominate an Aboriginal person or Torres Strait Islander person who is recognised and accepted within the community as a referee to support their ability to meet the key responsibilities

People from diverse backgrounds including non-English speaking backgrounds, people with a disability, women, Aboriginal people and Torres Strait Islander people are encouraged to apply.
How to submit an application

Applying online through the Smart jobs and careers website www.smartjobs.qld.gov.au is the preferred means to submit an application. To do this, access the 'apply online' facility on the Smart jobs and careers website. You will need to create a 'My SmartJob' account before submitting your online application.

By applying online you can track your application through the process, maintain your personal details through registration and withdraw your application if required.

If you experience any technical difficulties when accessing www.smartjobs.qld.gov.au please contact 13 QGOV (13 74 68). All calls relating to the status of your application once the job has closed should be directed to the contact officer on the role description.

If you do not have internet access and are unable to submit your application online please contact the Applications Processing Team on (07) 3021 5465 or (07) 3021 5450, between 9am to 5pm Monday to Friday, to enquire about alternative arrangements.

Late applications cannot be submitted via the Smart jobs and careers website, so please allow enough time before the closing date to submit your application. If approval has been granted by the Selection Panel for a late application to be considered, please contact the Applications Processing Team on the numbers above to arrange this.

Hand delivered applications will not be accepted.

Additional Information

- Applications to remain current for 12 months.
- The incumbent will be required to work hours outside the normal work hours.
- A criminal history check will be undertaken for this position on any recommended applicant due to the nature of the work involved.
- This role may involve child-related duties as defined under section 156 of the Public Service Act 2008. Prior to commencing employment, the recommended applicant will be required to obtain a Blue Card if one is not already held.
- For details regarding salary information, leave entitlements, flexible working arrangements and other benefits for this position please refer to the Applicant Information Package.
- Further information about the department is available from our website.
- A minimum probation period of 3 months may apply.
- All newly appointed public service employees who have been employed as a lobbyist in the previous 2 years are required to provide a disclosure to the Director-General within 1 month of commencement in accordance with Disclosure of Previous Employment as a Lobbyist Policy.
- Any applicant recommended for appointment who is a current or previous public sector employee is required to disclose previous serious disciplinary action taken against them. If recommended for appointment the Panel Chair will contact the applicant further to discuss this requirement.
- A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicles.
- Intrastate travel will be required.

Employee Union Information

The Queensland Government recognises your entitlement to join a registered union. While you are not obliged to join a union, the Government encourages its employees to do so. Membership application forms can be obtained from the relevant union. Supervisors will be able to tell you the name of the union that represents your role.

You should also know that your name, the name of your workplace and your workplace location may be provided to a relevant union for the purpose of providing the union with the opportunity to discuss with you the benefits of union membership.

Refer to the Applicant Information Package for further information about which union covers the Department of Justice and Attorney-General.