

Position Description

Job title: Voice of Child Practitioner
Date: March 2026
Group: Family Services
Location: Nationwide
Reports to: FDR Manager

Position Purpose

Our specialist Family Dispute Resolution service (FDR) helps families going through separation and others who need support to create a parenting plan for their tamariki. The Voice of Child (VOC) Practitioner ensures that tamariki have a safe, supported and meaningful opportunity to express their views and experiences during the FDR mediation process. The VOC meets with children, gathers their perspectives with informed assent, and shares these views with both parents/ caregivers as part of the mediation process and in accordance with Fair Way's practice standards and the Family Dispute Resolution Act 2013.

Key Responsibilities

Child-Centre Engagement

- Create a safe, supportive environment for tamariki to express their views and experiences.
- Meet with children, obtain informed assent, and ensure their perspectives are understood and accurately represented and reported at the mediation.

Case Coordination

- Review case information, screening notes, and consent documentation to prepare for Child Meetings.
- Liaise with Mediators, Resolution Coordinators and mediation parties to schedule Child Meetings and align with mediation timelines.

Communication with Parties

- Introduce the VOC role to caregivers, arrange meeting logistics, and ensure all required consents are completed.

Documentation and Reporting

- Complete and upload all required documentation, including child assent forms, Support Person confidentiality agreements, and the Voice of Child Summary.

- Maintain accurate records and event entries in Fair Way's Case Management System (Kōwhai) throughout the process.

Participation in Mediation

- Attend the beginning of the mediation to verbally share the child's views, ensuring information is shared only with the child's assent (VOC involvement in mediation will usually occur online)
- Communicate the child's preferences regarding feedback on mediation outcomes.

Professional Practice and Compliance

- Uphold ethical, child-centred practice and confidentiality standards centred practice and confidentiality standards.
- Complete all administrative tasks, time logging, and case closure requirements in Fair Way's CMS.

Key Attributes

- Demonstrates strong child-centred practice and confidently engages with tamariki across a wide range of ages.
- High level of professionalism, confidentiality, and ethical judgment.
- Excellent communication skills with children, caregivers, and mediators.
- Ability to work independently while adhering to structured processes.
- Competence using Fair Way's Case Management System (Kōwhai) and managing documentation accurately.

Key Requirements

- Must have relevant experience working directly with tamariki and rangatahi, and their whānau
- Understanding of key legislation: Oranga Tamariki Act 1989, Care of Children Act 2004, Family Dispute Resolution Act 2013.
- Must be hold a relevant practicing certificate with one of the following registered bodies or membership with the following Approved Dispute Resolution Organisations:
 - Social Workers Registration Board
 - New Zealand Law Society
 - New Zealand Association of Counsellors
 - New Zealand Psychologists Board
 - New Zealand Association of Christian Counsellors
 - Arbitrators and Mediators Institute of New Zealand
 - Resolution Institute

- Māori Allied Dispute Resolution Organisation
- Psychotherapists Board of Aotearoa NZ
- Aotearoa NZ Association of Play Therapy
- Be prepared to complete induction and training from Fair Way
- Attend regular monthly supervision