CORE CONCEPT

Family Counselling and Reconciliation Centre Course: Mediation, Case Pathways and Outcomes

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Introduction:

Family counselling and reconciliation centre management, covering mediation, case pathways and outcomes, is a 1-week course for teams running family counselling and mediation services, ending with a Centre Service Design and Outcomes Plan for a case centre. Many centres accept couples into mediation without screening for safety or power imbalance, run pre-marital and post-divorce programmes without follow-up and report session counts rather than durable agreements or improved co-parenting. Nominees already lead counsellors, mediators or reconciliation caseloads and learn through case studies on anonymised intake, referral and outcome records. CoreConcept Training Center delivers this family counselling and reconciliation centre course.

Course Objectives:

- Assess a family counselling and reconciliation centre's service models, service portfolio and baseline caseload, waiting time and result data
- Apply screening gates for safeguarding, power imbalance and suitability before a family is offered mediation
- Design intake triage and case pathways that route each family to counselling, mediation, education or onward referral
- Run pre-marital education and post-divorce co-parenting programmes with set curricula, parenting plan templates and follow-up contacts
- Supervise counsellors and mediators through caseload weighting, practice supervision records and case file audits
- Measure reconciliation, agreement durability, co-parenting and client feedback outcomes and report them to the centre board

Target Audience:

- Managers responsible for running family counselling and reconciliation centres in government, court-annexed or non-profit settings
- Lead practitioners responsible for family mediation services and the mediator roster
- Programme leads responsible for pre-marital education and post-divorce co-parenting programmes
- Supervisors responsible for counsellor caseloads, practice quality and case file standards
- Partnership leads responsible for referral arrangements with family courts, social services and schools

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Course Outline:

Day 1: Family Counselling and Reconciliation Service Landscape and Centre Baseline

- Centre Service Models Across Government, Court-Annexed and Non-Profit Settings
- Service Portfolio Map of Counselling, Mediation and Education Lines
- Client Journey Map From First Enquiry to Case Closure
- Stakeholder Map of Family Courts, Social Services and Schools
- Centre Baseline Review of Caseload, Waiting Times and Results

Day 2: Family Mediation Models, Screening Gates and Service Standards

- Facilitative Mediation, Co-Mediation and Caucus Session Formats Compared
- Information and Assessment Meeting Structure and Suitability Decision
- Safeguarding and Power Imbalance Screening Checklist Before Mediation
- Child-Centred Practice and Voice of the Child Protocol
- Centre Service Quality Standards for Access, Confidentiality and Records

Day 3: Intake Triage, Case Pathways and Family Programme Delivery

- Intake Form Design and Three-Tier Triage Matrix
- Case Pathway Rules for Counselling, Mediation or Onward Referral
- Pre-Marital Education Programme Curriculum Map and Session Plan
- Post-Divorce Co-Parenting Programme and Parenting Plan Template
- Referral Protocol With Family Courts and Social Services Units

Day 4: Counsellor Supervision, Problem Cases and Outcome Measurement

- Caseload Weighting Tool and Counsellor Allocation Meeting Format
- Practice Supervision Record and Case File Audit Sampling
- Escalation Protocol for Safety Disclosures Arising Mid-Mediation
- Outcome Indicator Set for Reconciliation, Agreement Durability and Co-Parenting
- Client Feedback Survey, Complaints Log and Follow-Up Calls

Day 5: Case Study Building a Centre Service Design and Outcomes Plan

- Case Centre Brief With Intake, Referral and Outcome Data
- Case Centre Screening Gate and Pathway Redesign Exercise
- Case Centre Programme Mix and Counsellor Staffing Plan
- Case Centre Outcome Dashboard and Quarterly Review Cycle
- Centre Service Design and Outcomes Plan Completion and Peer Review

Skills You Will Gain:

- Mediation Suitability Screening
- Intake Triage Design
- Case Pathway Mapping
- Family Programme Management
- Counsellor Caseload Supervision
- Court Referral Coordination
- Family Service Quality Auditing
- Reconciliation Outcome Measurement

Why Attend This Course:

- Deliver a Centre Service Design and Outcomes Plan for a case centre to the centre director and governing board
- Decide whether a family should enter mediation, counselling, an education programme or onward referral, using recorded screening evidence
- Avoid unsafe mediations, lost court referrals and programmes that report attendance but no lasting change
- Share the triage matrix, screening checklist, parenting plan template and outcome dashboard with counsellors and mediators

Conclusion:

Back at work, the participant presents the Centre Service Design and Outcomes Plan to the centre director and governing board. They use it to confirm which families enter mediation, counselling or education programmes, how screening and referral to family courts and social services operate, and how many counsellors and mediators each service line needs. After the first quarter under the plan, the centre should review screening decisions, referral turnaround, agreement durability, co-parenting results and client feedback, then adjust pathways, staffing and programme content.

Frequently Asked Questions FAQ:

What should participants know before the family counselling and reconciliation centre course?

Participants should already lead counsellors, mediators or reconciliation caseloads, or manage a family service. No therapy qualification is needed. Bringing an anonymised intake form, referral record or outcome report from their own centre helps them apply the case study exercises.

How does the family counselling and reconciliation centre course differ from a family violence response or workplace mediation course?

It concentrates on running a centre: intake, screening for mediation suitability, case pathways, family programmes, supervision and outcomes. Family violence courses deal with abuse reporting and risk response, and workplace mediation courses settle disputes between colleagues rather than within families.

Why does family counselling and reconciliation centre practice screen families before mediation?

Mediation depends on both parties negotiating freely and safely. Screening for abuse, fear and power imbalance identifies families for whom joint sessions would be unsafe or unfair and routes them to protection services, separate sessions or another pathway instead.

What do participants take back from the family counselling and reconciliation centre course?

Participants take back a Centre Service Design and Outcomes Plan for a case centre, with an intake triage matrix, a screening checklist, a case pathway map, a parenting plan template and an outcome indicator set they can adapt to their own centre.