
About Us

Anglicare Victoria works with children, young people, individuals, and families. We prevent harm and empower people to overcome challenges and achieve their full potential.

We believe in families and know that with access to the right support every family can grow and achieve their goals.

We work with families towards positive change. Whether it be a helping hand in a time of crisis or providing longer-term support and care. We partner with local communities, the private and public sectors, and our donors to deliver better results.

Supporting tens of thousands of Victorians every year, our 2000+ staff and volunteers operate from more than 90 sites across the state, as well as delivering assistance online, at home and in the community. We are Victoria's largest provider of Out of Home Care and Family Services, and one of Australia's most innovative agencies in working with vulnerable children youth and families.

The Orange Door

The Orange Door offers help and support to women and children experiencing family violence as well as vulnerable families who need help with the wellbeing and development of their children. The program helps to connect people directly to services and provide a coordinated response to a range of different needs. The Orange Door also works with persons using family violence, with a focus on holding them accountable for their behaviour and linking them to support services to support and foster change.

The Orange Door has a whole of family, integrated approach. It delivers a fundamental change to the way we work with women, children and families, and men by providing a more visible contact point so that people know where to go for specialist support. As an integrated service, the program works in partnership with a range of other internal and external key stakeholders and programs.

The Orange Door is accessible, safe and welcoming to people, providing quick and simple access to the support and safety they need.

The Men's Intake service also forms part of the overall Orange Door Program and provides a specialist referral pathway for access to the Orange Door.

The Orange Door teams includes a mix of staff employed by Family Safety Victoria (FSV) and staff employed by CSOs, Aboriginal services and DFFH.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	The Orange Door
Program:	The Orange Door
Reports To:	Program Manager
Direct Reports:	Senior Practitioners, Practitioners, Students, and less experienced employees
Internal Stakeholders:	Employees, Managers & Executive
External Stakeholders:	Partner Organisations, Contractors, Government, Community Groups, Clients
Classification:	SCHADS Level 7

About You (Key Selection Criteria)

Qualifications

Required:

- A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and/or related behavioural sciences at degree level.
- Qualifications must align with the Mandatory Minimum Qualification Requirements for Specialist Family Violence Workers (Recommendation 209).

Desirable:

- Full Victorian Driver's Licence.

Knowledge and skills

- Experienced in the management and coordination of an Integrated team of Senior Practitioners and Practitioners from multiple specialist areas and partner organisations.
- Extensive experience in the supervision of staff, strong problem-solving skills, and extensive experience in the development of effective teamwork skills.
- Experience working with children and families experiencing complex needs and risk issues in any of the following service areas: Family Services, Child Protection, Family Violence, Disability, Housing, Mental Health and/or Alcohol and Other Drugs.
- Demonstrated ability to identify, assess and prioritise risks and needs of clients in a whole of family approach.
- Demonstrated ability to prioritise the safety of victim survivors and children using a gendered understanding of family violence and an understanding of child and family vulnerability.
- Ability to provide practice guidance and leadership across a Program and or Service while ensuring a high quality of service provided to people accessing services.
- Demonstrated ability to work collaboratively and build strong, authentic, and supportive working relationships along with a clear concept of the culture required to achieve integrated practice along with the ability to deliver innovative practices that enhance integrated practice and promote quality standards.
- Demonstrated ability to develop and maintain positive relationships with a range of stakeholders.
- Understanding and/or experience in working as part of an integrated practice approach to respond to the needs of children, young people and families experiencing family violence and vulnerability concerns.
- High degree of understanding of the legislative and policy guidelines, with the ability to research and seek information from multiple sources to inform assessment of risk and planning.
- Demonstrated ability to recognise and identify limits of own expertise and to seek advice or refer clients to other specialists.

Personal Qualities

- **Leadership:** the ability to role-model self-development behaviours and foster the development of others; lead through example; promote civic-mindedness; and champion continuous improvement and initiative strategies.
- **Initiative and accountability:** be proactive and self-starting, seize opportunities and act upon them, take responsibility for own actions.
- **Drive and commitment:** ability to lead with best practice and set a high standard; motivated and positive approach to new challenges.
- **Teamwork and collaboration:** ability to support and promote a positive team culture of collaboration and respect.
- **Resilience:** the ability to maintain best practice while working under challenging circumstances such as working with those exposed to significant trauma.

Your Contribution (responsibilities)

The key contributions in the role are outlined below:

Role specific

- Effectively develop and manage your team in respect to recruitment of new employees, responding to day-to-day inquiries from employees, undertaking management actions and administration I.e., leave, payroll inquiries, off boarding, induction to ensure that all employees have a good experience at AV.
- Provide day to day support, advice and coaching to your team in respect the development of individuals and the collective team, that lead to a team that are engaged with the organisation and feel supported throughout their time with AV.
- Provide appropriate employee supervision inclusive of reflective practice that supports ongoing two-way feedback to celebrate achievements, recognise opportunities for improvement and address areas of concern in respect to employee engagement and/or effectiveness.
- Compile and maintain up to date and appropriate documentation of supervision, development, and wellbeing commitments.
- Provide appropriate management and support to partnership staff working within the service and/or Program.
- Foster and promote an environment and culture within the team that is safe, inclusive, professional, trustworthy, and service-focused.
- Ensure the delivery of program services meets or exceeds client requirements, and the desired outcomes are achieved.
- Monitor program performance and outcomes through the collection and analysis of service data and implement changes to the operation of the program when required.
- Participate in the development and maintenance of quality partnerships with key agencies including funding bodies and other community services providers.
- Initiate service improvements within the team and participate in service redevelopment and redesign across the organisation.
- Ensure that the program operates in accordance with service agreements, organisational policies, and accepted standards of practice.
- Identify, mitigate, and report risk through identified channels and processes. Whilst demonstrating and understanding of individual, program, and organizational risk, implement an appropriate sense of urgency in risk reporting.
- Ensure effective management of budget in line with approved budget.
- Work within a discipline of the Integrated Practice Framework to support a team to deliver Hub services.
- Work within a matrix management framework to lead a team working across all disciplines of family violence support.
- Support the day-to-day operations within the OD in line with the Operational Guidelines, Service Specifications and relevant risk assessment tools, frameworks, policies, and legislation.
- Work in collaboration with the OD Practice Leaders, Team leaders and Practitioners to facilitate service delivery, decision making, consultation, risk and need assessment and case direction.
- Coordinate the movement of clients through the system, in collaboration with the OD Leadership team, including (but not limited to) maintaining cover on duty rosters, managing daily case allocation and closures and monthly allocations to Core Services.
- Build capability of OD practitioners to deliver The Orange Door services by mentoring and developing employees in case practice with behaviours integral to ethical practice.
- Ensure relevant key performance measures and timeframes are met, along with Quality and DFFH Standards.
- Provide specialist practice knowledge, including assessment of risk and the formation of safety plans, engagement, and connection to relevant support services.

General

- Ensure familiarity and compliance with all governance, policies, and procedures.
- Adhere to all legislation, program requirements and relevant procedures relating to service provision.
- Undertake mandatory training within the required timelines. Participate in other training and development opportunities to ensure all necessary qualifications, skills, certificates, and clearances are obtained to meet the position requirements.
- Maintain appropriate and accurate case notes, records, reports and data-input, in line with the service area and function/position requirements.
- Attend client meetings, team meetings, workshops, and conferences, as required.
- Ensure privacy and confidentiality is upheld at all times.
- Professionally represent AV and our services at forums, meetings, and training with external agencies.
- Contribute to the development of continuous improvement and initiative strategies.
- Embrace and utilise new ways of working to enhance collaboration, effectiveness, and outcomes.
- Individuals may be required to undertake reasonable travel, as part of their position or duties.

Our Commitment to Health, Safety & Wellbeing

AV is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

All AV Managers or Team Leaders are required to:

- take reasonable care for themselves and others who may be affected by their acts or omissions.
- contribute to, and be involved in, the organisation's ongoing management of health and safety activities including consultation.
- follow all workplace health and safety policies and procedures ensuring they are implemented and followed.
- ensure compliance with all health and safety legislative requirements, compliance codes and relevant Australian Standards
- provide appropriate and necessary information, training, and supervision for employees to enable them to perform their tasks safely.
- foster employee wellbeing by creating a mentally healthy, inclusive, and safe workplace.

Our Commitment to Inclusion

AV strives to be an inclusive, safe and responsive organisation that promotes diversity and actively supports inclusion for people and communities identifying as, but not limited to Aboriginal and Torres Strait Islander, LGBTIQA+, people with disabilities, people from diverse cultural, racial and linguistic backgrounds, people of all ages, people with caring responsibilities, and people with diverse religious beliefs or affiliations and people with lived/living experience of services similar to those delivered by AV.

All AV employees, contractors and volunteers are required to:

- take reasonable care to respect differences, to foster a workplace that is safe, healthy, positive, supportive, and free from all forms of harassment, bullying and discrimination.
- undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural, racial and linguistic diversity.
- address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager.

- participate in contribute to training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion; and
- raise concerns and/or complaints in a constructive manner, including identifying possible solutions.

In addition, the responsibilities of Managers are to:

- develop strategies to mitigate bias through employment life cycles, including ensuring diverse interview panels. Seeking out advice from individuals and clients with lived experience when developing new practices, policies, and procedures
- identify and appropriately respond to any unacceptable behaviour reported, to ensure the creation of a safe workplace for all
- seek out support around key issues and evolving practices relating to Diversity & Inclusion, through supervision, resources or consulting with our Cultural Advisors, PRIDE Group, RAP Committee etc.
- participate in the development and implementation of inclusion events and strategies.

Our Commitment to Child Safety

AV is committed to protecting children and young people from all forms of harm and abuse.

As a manager you are required to report any concerns raised by, or on behalf of, children and young people in accordance with mandatory reporting, reportable conduct, and incident management procedures. Everyone at AV has a role to play in keeping children and young people safe.

Employment Screening and Required Certificates

Anglicare Victoria conducts safety screening practices for all preferred applicants. Safety screening must be satisfied prior to formal offers of employment being made and must be kept current to ensure ongoing employment. These include but are not limited to:

- an Australian Criminal History Check,
- an International Criminal History Check for those who have lived outside of Australia for longer than 12 months in the last ten years,
- a Current Employee Working with Children Check.

The responsibilities listed within this document have been identified as the primary functions of the position. Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position.