Position Description

Title	Orange Door Practitioner
Business unit	Orange Door Inner East
Location	30 – 32 Prospect St Box Hill, plus Access Points within Inner East region
Employment type	Full time Max Term Role until 06 September 2027
Reports to	Orange Door Team Leader

About Uniting

Uniting Vic. Tas. is the community services organisation of the Uniting Church. We have been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We are there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We are proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

Orange Door
The Orange Door brings together different workforces and practices to create an integrated Orange Door team and a consolidated intake point in each Orange Door area to create a new way of support for:

- women, children, young people and families experiencing family violence
- perpetrators of family violence
- families in need of support with the care, development and well-being of infants, children and young people.

This is achieved by drawing on the expertise of Community Service Organisations (CSOs), Aboriginal Services, Family Services Victoria (FSV) and Department of Families, Fairness & Housing (DFFH), and bringing together workers from organisations that currently:

- receive police referrals for women who are victims of family violence
- receive police referrals for perpetrators of family violence (known as 'Enhanced Intake Services')
- receive child wellbeing referrals
- provide the Child FIRST service
- deliver other relevant services as appropriate, such as those delivered by Aboriginal services.

The Orange Door team includes a mix of staff employed by CSOs (including Uniting), Aboriginal services, FSV, and DFFH.

The Orange Door will have its main location at Box Hill, but in order to be accessible to clients, will establish a number of access points at other locations. Employees may be based at one of the access points.

Within the Orange Door, Uniting will be responsible for supporting the provision of services for families in need of support with the care, development and well-being of infants, children and young people.

Practitioner position

Orange Door Practitioners will work as part of a multidisciplinary team of practitioners to deliver high quality, safe and effective responses to children, young people and families experiencing family violence and families in need of support with the care, development and well-being of infants, children and young people.

Orange Door Practitioners provide an initial contact point for people seeking support and a source of information and advice with a focus on risk assessment and engagement.

A matrix management model will apply, with Orange Door Practitioners reporting to a Team Leader on a day-to-day basis. This Team Leader may be any employee of any of the organisations comprising the Orange Door. Formal line management and supervision will be provided to all Uniting employees by the Uniting Orange Door Team Leader. Practitioners will also receive support and guidance from Orange Door Practice Leaders.

2. Scope

Budget: Nil

People: Nil

3. Relationships

Internal

- Team Leaders and Senior Program Management
- Uniting employees, volunteers & contractors
- Uniting corporate, support services and mission divisions

External

- Other members of the Orange Door team including employees of other Community Services Organisations, DFFH and FSV
- Other community and health sector organisations providing services to children and families accessing Orange Door

4. Key responsibility areas

Service delivery
With a team members focus on children,

- Undertake case coordination and management aligned with the interim Integrated Practice Framework

- Deliver:
  - screening and triage
  - assessment
  - crisis responses
  - service planning
  - targeted interventions
  - allocation and coordinated referrals consistent with the required practice frameworks
- Identify, assess and prioritise risk and needs of women and children, families and perpetrators, drawing on the expertise of different practitioners in a multi-disciplinary team
- Work collaboratively with the Orange Door team to support integrated risk assessment and planning, including participating in case conferences and meetings
- Deliver services and support via phone, within the Orange Door site and outreach at client's home or other sites
- Identify when a Central Information Point (CIP) request is required and refer request to the Advanced Family Violence Practice Leader
- Submit requests with the Orange Door Team Leader for allocation into core services for clients.
- Apply for brokerage on behalf of clients in accordance with Brokerage Guidelines
- Navigate the broader service system for clients by referring clients to services and providing clients with information and support
- Record client information accurately on the Orange Door Client Relationship Management (CRM) system
- Handle client information in accordance with the Family Violence Information Sharing Scheme (FVISS), information security and privacy policies and requirements
- Share integrated service approaches and learnings with members of the Orange Door team and other key stakeholders
- Contribute to the review, development and implementation of systems, policies and procedures to build and enhance the Orange Door service model
- Recognise and identify the limits of own expertise and when to seek advice or refer a client to specialist Orange Door practitioners or Practice Leaders to ensure safe practice.
- Participate in training and development activities designed to build capabilities to work effectively across other areas of specialisation within the Orange Door environment
- Participate in formal supervision and performance development and management in accordance with Uniting requirements

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us
- Ensure appropriate use of resources
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace
- Identify opportunities to integrate and work collaboratively across teams
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required)
- Promote a positive safety culture by contributing to health and safety consultation and communication
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people

- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
    - Based on a relationship with a current member of Uniting's workforce
    - Based on my ongoing work with another organisation

5. Person specification

Qualifications

This position is classified as a specialist family violence response role and is required to meet the Victorian Government's Mandatory Minimum Qualification Policy by meeting **one** of the following:

- A degree in Social Work or a related family violence discipline at AQF Level 7 or above (e.g. bachelor's, graduate certificate, or master's degree); or
- A relevant diploma with work underway towards meeting the minimum qualification requirements; or
- At least 2 years of relevant professional experience, with work underway towards meeting the minimum qualification requirements; or
- Incumbents who have been employed in a specialist family violence role prior to July 2021.

Experience

- Demonstrated ability as a practitioner in the child, youth and family welfare field including experience in undertaking comprehensive risk and needs assessments and risk management responses
- A commitment to the family-centered approach and the family strengthening and empowerment models of practice
- An understanding of the 'Best Interests' framework, CYFA 2005, Family Violence Protection Act 2008, FVISS, CISS and MARAM frameworks is desirable
- An understanding of the gendered nature of family violence

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values that respect the uniqueness and value of every individual; establish and maintain right relationships that enable people to be influential in their own support arrangement and ensure they are treated with dignity and respect; build on the strengths and abilities of all; demonstrate transparency and accountability
- **Child safety:** demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect
- **Consumer centeredness:** foster, promote and implement a culture that keeps consumers at the centre of everything we do; demonstrate an awareness of and prioritise the needs of consumers; focus on optimal outcomes for consumers
- **Consumer engagement and case management:** ability to engage individuals and families and to provide outreach services, sometimes in a difficult or stressful context; demonstrated ability to work flexibly to meet the current needs of women, children, young people and families
- **Cultural awareness:** demonstrated knowledge of practices to engage and assure the cultural safety of clients from a diverse range of backgrounds, including those from an Aboriginal, Torres Strait Islander or CALD background, or the LGBTI community
- **Stakeholder relationships:** ability to engage, build and maintain strong, mutually beneficial professional relationships with internal and external stakeholders; track record of being able to sustain positive, collaborative and effective relationships; the ability to promote harmony and consensus through diplomatic handling of disagreements; builds trust through consistent actions, values and communication
- **Teamwork:** ability to cooperate and work well with others in pursuit of team goals; collaborates and shares information; shows consideration, concern and respect for others feelings and ideas; accommodates and works well with the different working styles of others; encourages resolution of conflict within the group; willingness to be proactive and help others;

contributes to the continuous improvement of a positive, collaborative and effective work environment
- **Communication:** excellent interpersonal skills; strong written and verbal communication skills, including the ability to prepare for and conduct case plan meetings and implement agreed actions
- **Problem-solving:** proven ability to take a solution-focused and strengths-based approach within a complex, ambiguous and evolving community services environment
- **Administrative skills:** excellent organisational skills; high level of attention to detail and accuracy; experience in handling sensitive information and maintaining privacy; knowledge of Client Management Systems / Databases or the ability to quickly develop competency in use of such systems; high level computer literacy skills including demonstrated experience in Microsoft Office; well-developed literacy and numeracy skills and experience in preparing written reports including case notes and database reporting

Other requirements

- Current Victorian Driver's Licence
- Legal eligibility to work in Australia
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:	
Signature:	
Date:	