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### 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.

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### 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 services, 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.

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### 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:	Nil
Internal Stakeholders:	Employees, Managers & Executive
External Stakeholders:	Partner Organisations, Contractors, Government, Community, Clients
Classification:	SCHADS Level 8

## About You (Key Selection Criteria)

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### Qualifications

Required:

- Professional clinical experience and relevant qualification(s) in social work, welfare, psychology, or a related discipline is essential.

Desirable:

- Qualifications must align with the Mandatory Minimum Qualification Requirements for Specialist Family Violence Workers (Recommendation 209) or a willingness to undertake further study.

### Knowledge and skills

- Ability to both manage and drive change to create and maintain effective and collaborative working relationships in an integrated practice model.
- A strong knowledge and understanding of the drivers/causes of family violence and child and family vulnerability, as well as the child and family services and/or broader social services sector and their fundamental practices and theories is required.
- Demonstrated experience in leading practice within complex service delivery contexts, particularly multi-disciplinary and multi-agency approaches to the provision of services to vulnerable children, families and diverse communities is required.
- Excellent communication skills and ability to manage both internal and external stakeholders at all levels
- Ability to self-reflect, take on board feedback and use opportunities of supervision to improve one's own practice and leadership.
- Expert knowledge and experience working in clinical and social services management role with expertise and capability to lead and embed Children and Young Person's practice and quality clinical practice
- Demonstrated experience in risk assessment and risk management in relation to infants, children and young people
- Demonstrated cross-sectoral expertise in relevant disciplines, including but not limited to family violence, child development, attachment and trauma theories;
- Demonstrated deep understanding of the role of the law and legal system in the context of responding to family violence and vulnerable children and families.

### 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)

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The key contributions in the role are outlined below:

### Role specific

The key responsibilities of the role will be:

- Leading Children and Young Person's practice and facilitating decision making by:
  - Providing case consultation and expert advice for complex cases
  - Working with Orange Door practice leaders, team leaders and Hub practitioners to identify and resolve clinical and practice issues as they arise, including where there are different views within The Orange Door team
  - Establishing systems and procedures to improve service delivery to infants, children and young people including monitoring and tracing progress and outcomes
  - Collaborating with colleagues to support a holistic family approach prioritising the safety of women, children, young people, and families
  - Operating with autonomy and accountability in leading Children and Young Person's clinical practice.
- Providing specialist and advanced practice leadership and support to practitioners by:
  - Leading, mentoring and developing Orange Door staff in case practice guidance, decision making and achieving positive outcomes
  - Where appropriate, co-allocations of a small caseload of complex and/or highly sensitive cases
  - Co-working with and providing daily support (as requested and required) for team leaders
  - Working in partnership with the other practice leaders, team leaders and other partner agency managers, where appropriate, to foster high quality service utilising an integrated practice approach
  - Modelling Children and Young Person's practice approaches and behaviours integral to ethical practice, including accountability and responsibility for decision making
  - Modelling and supporting culturally safe, inclusive and responsive practice. Understands culturally informed practice considering decisions and actions from the perspective of cultural background.
  - Promoting evidence based and evidence informed approaches, as well as continuous improvement in professional practice and the delivery of Children and Young Person's Orange Door services
- Building capability in engaging children and young people to understand their world and advocate for the child and young person's voice through the service response.
- Providing practitioners with relevant information, building knowledge of theoretical frameworks and the relevance in practice and access to systems to support safe and effective practice approaches.
- Building capability of practitioners to respond to infants, children and young people impacted by family violence and/or wellbeing issues in line with the Orange Door Service Model, Best Interests Case Practice Model, MARAM, Integrated Practice Framework and relevant legislative frameworks (including the *Children, Youth and Families Act 2005* and *Child Wellbeing and Safety Act 2005*).
- Providing expert knowledge, sound judgement and authoritative advice on risks, priorities, accountability, and practice matters to the Orange Door team, and where relevant the Hub Manager and/or relevant Hub governance groups.
- Building and maintaining positive relationships with key stakeholders to facilitate a partnership and Children and Young Person's practice approach.
- Managing stakeholders through effective negotiation and influence and harnessing this network to support clients and ensure effective Orange Door operations.

- In partnership with other practice leaders, supporting clinical and practice professional development and training of practitioners by:
  - Undertaking analysis of clinical and professional development needs across the workforce, monitoring quality of clinical practice and responding to local learning needs
  - Engaging in the Case File Audit process by critically reflecting on identified cases, and contributing to analysing audits and providing thematic strengths and deficits to the Operational Leadership Group and Hub Leadership Group
  - Delivering results through problem solving and using internal insights to lead practice and proactively address issues
  - Coordinating professional development opportunities for The Orange Door workforce, in partnership with Family Safety Victoria, CSOs, DFFH and Aboriginal services coming together to deliver Orange Door services
  - Leading reflective practice for The Orange Door team
  - Fostering and facilitating practice innovation.
- Using the Client Relationship Management System (CRM) for recording, analysis and review of client information.
- Participating in the monitoring and delivery of projects to respond to local clinical or Children and Young Person's practice needs, ensuring they are delivered in accordance with relevant legislation and government regulations and guidelines.
- Keeping accurate and complete records of your work activities in accordance with legislative requirements and the Victorian Government's records, information security and privacy policies and requirements.
- Taking reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and occupational health and safety (OHS) policies and procedures.
- Holds self and others to account in adherence to the DFFH values:
  - We are respectful
  - We have integrity
  - We collaborate
  - We care for people, families and communities
  - We are accountable
  - We are innovative.

## 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

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

All AV Managers 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 ensure 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 health, safety, and wellbeing by creating a mentally healthy, inclusive, and safe workplace.

## Our Commitment to Inclusion

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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, LGBTIQ+, 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 and contribute to training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity, equity 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. Seek 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

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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

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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.