Program Name Orange Door

Location

Positon Title Team Leader

Award and Classification SCHADS Level 7

Engagement Details Permanent

Hours 76 per fortnight

Reports to Program Manager, Orange Door

Direct Reports None

**Overview of the Program**

The Victorian Government has committed to implementing all 227 recommendations of the Royal Commission into Family Violence and to delivering on the vision described in Roadmap for Reform: Strong families, Safe children.

A key recommendation of the Royal Commission and the Roadmap for Reform was to establish a network of Support and Safety Hubs (‘Hubs’) across Victoria to provide a new way for women, children and young people experiencing family violence, and families who need assistance with the care and wellbeing of children to access the services they need to be safe and supported. These Hubs are known as The Orange Door.

The Orange Door is also intended to hold perpetrators to account by planning interventions to address the risk they pose and challenging their controlling, violent and abusive behaviour.

The Orange Door keeps the whole family in view and provides a more visible contact point to access family violence services, family services and perpetrators/men’s services, with expert support tailored to each family member’s needs.

Given the phased approach to implementing The Orange Doors and the evolving nature of the design process, certain elements of the service model may change over time. The role and operations of The Orange Door will not be static or fixed at one point in time. Just as the practice of the Orange Door will be informed by emerging needs and evidence, and firmly embedded with the principle of continuous improvement, the design and implementation of The Orange Door will continue to develop and be informed by community needs, co-design, evaluation, and practice learnings. Future development of the service model will continue to be set at the state-wide level, informed by local practice and experience.

**Role of the Orange Door**

The Orange Door delivers a fundamental change to the way we work with women, children and families, and men. The role of The Orange Door is to provide:

* a more visible contact point so that people know where to go for specialist support;
* help for people to identify family violence and child and family safety and wellbeing issues;
* advice based on contemporary risk assessment tools and guidance and best available information;
* specialist support and tailored advice for victims, families and children, young people and perpetrators;
* a strong focus on perpetrator accountability;
* connection and coordination of access to support;
* an approach across the spectrum of prevention, early intervention and response;
* a system-wide view of service capacity, client experience and outcomes;
* The Orange Door supports the agency of women, children, young people and families, to ensure that the services they receive meet their needs and their goals.

**The Orange Door Team**

Orange Doors 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 CSOs, Aboriginal services, 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 Family Safety Victoria (FSV) and staff employed by CSOs, Aboriginal services and DFFH. For each launch site the size of the team will vary to reflect the local needs.

**Position Summary**

This position involves both the management and coordination of an Integrated team as well as the support, mentoring, development of Anglicare Practitioners and Senior Practitioners, in a matrix supervision model. The Team Leader will be responsible for providing practice guidance and leadership to OD Practitioners across the Orange Door in the delivery of program requirements, to maintain the quality of service provided to people accessing the Orange Door for support.

This will involve the requirement to collaborate closely with the OD Leadership team to provide an integrated and client focused service for women, children, young people and families experiencing family violence and families in need of support with the care, development and well-being of children.

Within the integrated model, the Team Leader will also work collaboratively, with an integrated approach across the service system, maintaining positive relationships with partnering organisations and developing new relationships with key agencies.

**Position Specific Responsibilities**

The key responsibilities of the role will be:

* 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.
* Provide leadership and support to OD practitioners and regular supervision.
* 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 Orange Door services by mentoring and developing staff in case practice within an integrated approach to women’s, men’s and child, youth and family needs with behaviours integral to ethical practice.
* Provide regular supervision and annual appraisals for Anglicare Victoria staff and case consultancies within a strengths-based framework.
* Ensure relevant key performance measures and timeframes are met, along with Quality and DHHS Standards.
* Provide specialist practice knowledge regarding working with Perpetrators of Family Violence, including assessment of risk and the formation of safety plans, engagement and connection to relevant support services.

**Occupational Health & Safety Responsibilities**

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

All Anglicare Victoria employees, contractors and volunteers are required to:

* take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company’s OHS policies and procedures;
* take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others;
* cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace;
* report all injuries, illness or ‘near misses’ to their Supervisor or Manager;
* participate in relevant health and safety training and inductions based on roles and responsibilities;
* as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

**Key Selection Criteria**

**Qualifications**

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

**Knowledge and skills**

* Experience working with children and families with 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.
* Expert knowledge and experience working in social services leadership roles: has established expertise and capability to lead and embed integrated practice; has demonstrated experience in risk assessment and risk management; has demonstrated cross-sectoral expertise in relevant disciplines, including but not limited to a knowledge of the drivers/causes of family violence, child development, attachment and trauma theories; has deep understanding of the role of the law and legal system in the context of responding to family violence and vulnerable children and families.
* Works collaboratively to drive cultural change: has a clear concept of the culture required to achieve integrated practice; delivers innovative practices that enhance integrated practice and promote quality standards; understands how to build and establish effective practice cultures.
* Extensive experience in supervision of staff; has strong problem solving skills and extensive experience in the development of effective team work skills.

**Personal Qualities**

* Initiative and accountability: proactive and self-starting, seizes opportunities and acts upon them, takes responsibility for own actions;
* Drive and commitment: leads with best practice and sets a high standard, motivated and positive approach to new challenges;
* Teamwork and collaboration: supports and promotes 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.

**Employment Screening and Required Certificates**

Safety screening is conducted by Anglicare Victoria for all preferred applicants. Safety screening must be satisfied before formal offers of employment can be made and must be kept up to date to ensure ongoing employment. These include but are not limited to:

* Full Victorian Drivers Licence;
* 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 10 years;
* A Current Employee Working with Children Check or willingness to undertake application.

**Conditions of Employment**

Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. Salary packaging is offered with this position.

All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.

All offers of employment are subject to satisfactory screening including but not limited to, a Criminal History Check, a current Driver’s License and an Employment Working with Children Check prior to commencement.

The responsibilities stated reflect the primary functions of the position and should not be viewed as an exhausted list of duties as these may change from time to time to reflect the needs of clients and the service but will remain at the same level of responsibility.

**Acceptance of Position Description Requirements**

To be signed upon appointment.

I have read and understand the position as detailed.

Name:

Signature:

Date: