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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:	Team Leader
Direct Reports:	May supervise students
Internal Stakeholders:	Employees, Managers, Executive
External Stakeholders:	Partner Organisations, Contractors, Government, Community Groups, Clients
Classification:	SCHADS Level 5

## About You (Key Selection Criteria)

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### Qualifications/Licences

Required:

- A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and/or related behavioural sciences at degree level with relevant experience, or Associate diploma level with substantial experience.

Desirable:

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

### Knowledge and 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.
- 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.
- Experience in providing an initial contact point for people seeking support and a source of information and advice with a focus on risk assessment, engagement, and provision of an initial response to people referred to the Hub where required.
- Demonstrated ability to identify, assess and prioritise risks and needs of clients in a whole of family approach.
- Ability to work collaboratively as part of an integrated practice approach to respond to the needs of children, youth and families experiencing family violence and vulnerability concerns.
- Ability to Follow legislative and policy guidelines, seeking information from multiple sources to inform assessment of risk and planning
- Ability to support Program implementation and development to meet the needs of the community in line with the reform objectives and inform a State-wide roll out of service delivery.
- Learning mindset and a commitment to improvement and professional development.
- Committed to best practice and work towards the best possible outcomes.
- Resilience to work with and support clients who have been exposed to trauma.
- The ability to recognise and identify limits of own expertise and to seek advice or refer clients to other specialists.

### Personal Qualities

- **Teamwork and collaboration:** ability to support and promote a positive team culture of collaboration, inclusiveness and respect.
- **Resilience:** the ability to maintain best practice while working under challenging circumstances such as working with those exposed to significant trauma.
- **Initiative and responsibility:** identify and share ideas for improvement with the team to increase effectiveness of how we work collectively and individually and take responsibility for own work and actions.
- **Self-Development:** the desire to continually develop, inquire and learn through on the job experiences, exposure through participating in events, mentoring and education.
- **Drive and commitment:** ability to lead with best practice and set a high standard; motivated and positive approach to new challenges.

## Your Contribution (responsibilities)

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The key contributions in the role are outlined below:

### Role specific

- Provide support for women, children, young people, and families experiencing family violence; person using violence as required; and families in need of support with the care, development and well-being of children.
- Prioritise the safety of victim survivors and children using a gendered understanding of family violence and an understanding of child and family vulnerability.
- Provide an initial contact point for people seeking support and a source of information and advice with a focus on risk assessment, engagement, and provision of an initial response to people referred to the Hub where required.
- Deliver screening and triage, assessment, crisis responses, service planning, targeted interventions, allocation and coordinated referrals consistent with the Integrated Practice Framework, Operational Guidelines, Service Specifications and relevant risk assessment tools and frameworks.
- Identify, assess, and prioritise risk and needs of women and children, families and persons using violence as required, drawing on the expertise of different practitioners in a multi-disciplinary team, including consultations with Team Leaders and Practice Leaders where required.
- Work within a specialist child and family's discipline within an Integrated Practice Framework to deliver Hub services.
- Undertake a case load as a lead practitioner or support worker aligned with the Integrated Practice Framework and work collaboratively with the Hub team to support integrated risk assessment and planning, including participating in case conferences and meetings.
- Record client information accurately on the Hub Client Relationship Management (CRM) system and handle client information in accordance with the Family Violence Information Sharing Scheme (FVISS), Child Information Sharing Scheme (CISS), information security and privacy policies and requirements.
- Apply for brokerage on behalf of clients in accordance with Brokerage Guidelines for approval by the Integrated Practice Leader.
- Work collaboratively as part of an integrated practice approach to respond to the needs of children, youth and families experiencing family violence and vulnerability concerns.
- Following legislative and policy guidelines, seek information from multiple sources to inform assessment of risk and planning
- Support implementation and development of the model in an evolving process of design.
- Participate in training and development, formal supervision, and performance development as per Anglicare Victoria Policies.

### 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 employees, contractors and volunteers 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 implemented
- participate in relevant health and safety training and inductions based on roles and responsibilities.

### **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.

### **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 an employee 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 within 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.