

# ORANGE DOOR PRACTITIONERS

## POSITION DESCRIPTION

### SOUTHERN REGION

**At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults.** Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

**So come and join us at Anglicare Victoria where there is a rewarding career ready for you** in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



## Position details

|                               |  |
|-------------------------------|--|
| <b>Position</b>               | Orange Door Practitioner                                       |
| <b>Program</b>                | Bayside Peninsula Area Orange Door                             |
| <b>Classification</b>         | SCHADS Award Level 5 or 6 depending on experience              |
| <b>Hours</b>                  | Part Time                      0.9EFT                          |
| <b>Hours per week</b>         | 34.2   |
| <b>Duration</b>               | Ongoing  |
| <b>Fixed term end date</b>    |  |
| <b>Location</b>               | Southern Region  |
| <b>Reporting Relationship</b> | This position reports directly to the Orange Door Team Leader, |
| <b>Effective date</b>         | April 2021   |

## Overview of program

A key recommendation of the Royal Commission and the Roadmap for Reform was to establish a network of Support and Safety Hubs (The Orange Door) across Victoria.

The Orange Door offers help and support to women and children experiencing family violence and vulnerable families who need help with the wellbeing and development of their children. They will help connect people directly to services and provide a coordinated response to a range of different needs. The Orange Door also works with perpetrators of family violence, with a focus on holding them accountable for their behavior.

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.

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

## Position Objectives

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| 1. | Provide support for women, children, young people and families experiencing family violence; perpetrators of family violence; and families in need of support with the care, development and well-being of children. |
| 2. | Prioritise the safety of victim survivors and children using a gendered understanding of family violence and an understanding of child and family vulnerability.   |
| 3. | Provide a source of information and advice, with a focus on risk assessment, engagement, and an initial response for people referred to the Orange Door.   |
| 4. | Work collaboratively as part of an integrated practice approach to respond to family violence and children and family vulnerability concerns.  |
| 5. | Following legislative and policy guidelines, seek information from multiple sources to inform assessment of risk and planning  |
| 6. | Support implementation and development of the model in an evolving process of implementation and design.   |

## Key responsibilities

The key responsibilities are as follows but are not limited to:


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| 1. | Work with limited direction applying a specialist child and families lens within an Integrated Practice Framework to deliver Orange Door services.  |
| 2. | Demonstrate informed professional judgement to support screening, 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. |
| 3. | Exercise a high level of interpersonal skills when responding to service users and work collaboratively with the Orange Door team to support integrated risk assessments and case planning  |
| 4. | Carry a level of responsibility for decision making to 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, including consultations with Team Leaders and Practice Leaders where required.                    |
| 5. | Record client information accurately on the Orange Door's Client Relationship Management (CRM) system and handle client information in accordance with the Family Violence Information Sharing Scheme (FVISS), information security and privacy policies and requirements.  |
| 6. | Apply for brokerage on behalf of clients in accordance with Brokerage Guidelines for approval by the Integrated Practice Leader.  |
| 7. | Provide mentoring and support to less experienced staff and participate in training and development, formal supervision and performance development as per Anglicare Victoria Policies.   |

## Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

### a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. The five criteria are to be addressed individually (no more than 2 pages in total).

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| <br>Role Specific | 1. A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and/or related behavioural sciences at degree level with substantial experience; or associate diploma level with substantial experience in the relevant service stream. |
|   | 2. 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.           |
|   | 3. Resilience to work with and support clients who have been exposed to trauma.   |
|   | 4. Demonstrated ability to identify, assess and prioritise risks and needs of clients in a whole of family approach.  |
|   | 5. The ability to recognise and identify limits of own expertise and to seek advice or refer clients to other specialists.  |

## Key Selection Criteria (continued)

### b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the two capability groups; **Personal Qualities and Relationship and Outcomes** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

#### Personal Qualities



##### Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

##### Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

##### Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

#### Relationships and Outcomes



##### Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

##### Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

##### Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

#### Leading People



##### Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

##### Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

##### Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.



## Occupational health & safety (OHS)

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

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

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 based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems

## Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

## 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 a satisfactory Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.

## Acceptance of Position Description requirements

To be signed upon appointment

### **Employee**

Name:

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Signature:

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Date:

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