

CHILD WELLBEING TEAM LEADER

POSITION DESCRIPTION

ORANGE DOOR

ST LUKE'S 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

Position	Child Wellbeing Team Leader
Program	Orange Door [ChildFIRST]
Classification	SCHADS Award Level 7 (Social Worker Class 4)
Hours	Full Time
Hours per week	38 hours per week
Duration	Ongoing
Fixed term end date	N/A
Location	Bendigo - the incumbent will be expected to work at key service sites in the St Luke's Region.
Reporting Relationship	This position reports directly to the Family Services Program Manager – also has accountable to the Orange Door Manager.
Effective date	June 2020

Overview of 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 (The Orange Door). The Orange Door will deliver a fundamental change to the way we work with women, children and families, and men.

The Statewide concept identifies that the safety of victim survivors and children will be the Orange Door's first priority. It also recognises that a gendered understanding of family violence and child and family vulnerability is critical to effective service and system responses. The Orange Door will be accessible, safe and welcoming to people, providing them with the access to the support and safety they may need. The Orange Door will engage perpetrators of family violence and plan interventions to hold them to account

The Orange Door will bring together different workforces and practices from Community Service and Government agencies, as stakeholders, to create an integrated multi-disciplinary Orange Door team. This will ensure that the community has access to a consolidated intake point that will service the six Local Government Area's across that form the Loddon catchment area, creating a new way of support the Loddon community.

The pivotal function of the Orange Door will be to:

- Support women and children experiencing family violence, with a key focus on ensuring the safety of women, children and young people experiencing family violence.
- Ensure a focus on perpetrators of family violence, to keep them in view and hold them accountable for their behaviour.
- Receive referrals about vulnerable children (or an unborn) and their families where there are significant concerns about their well-being.
- Support a coordinated response to a range of different needs and connect service users with the most appropriate service.
- Conducting intake screening i.e. assessment of initial need/risk issues and prioritisation for service delivery in consultation with other stakeholders.
- To work in partnership with key stakeholders including the, North Central Victoria Family Services Alliance, VicPOL, Health providers and local Government.

The Team Leader role is a critical position within the Orange Door team. The Team Leader will sit across a multi-disciplinary team, providing day to day coaching and mentoring to staff within their cluster. The Team Leader will play a pivotal role in supporting the integrated model of practice, managing workflow and demand within the Orange Door environment.

Position Objectives

1.	To co-ordinate the delivery of a high quality program that provides genuine and positive outcomes for clients.
2.	To work in conjunction with the Practice Leaders, Program Manager & Orange Door Manager to plan and implement responses in relation to sector and service developments within the Orange Door environment.
3.	To ensure appropriate processes are in place to enable continuous improvement of services and to promote best practice and ongoing quality improvement of the program.
4.	To ensure the program is operated in accordance with service and quality standards, program targets, DHHS service agreements, organisational policies and accepted standards of practice.

Key responsibilities

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

1.	Ensure the delivery of program services meets client requirements and is in accordance with the service agreements and within program budget requirements.
2.	Monitor performance targets, outcomes, quality standards in service agreements, legislative and policy requirements, quality of care issues, reportable conduct and complaints.
3.	Monitor program performance and outcomes through the collection and analysis of service data and implement changes to the operation of the program when required.
4.	Participate in the development and maintenance of quality partnerships with key agencies including Family Safety Victoria, Department of Human Services, Centre for Non Violence, Bendigo & District Aboriginal Cooperative, Njernda Aboriginal Corporation, VicPOL and other health and community services providers.
5.	Participate in the professional development and recruitment of staff, including supporting a culture of reflective practice, quality supervision and coaching.
6.	Contribute to the preparation of the program budget and work with the Program Manager to maintain accountability for the program budget and implement corrective action as required.
7.	Provide staff with quality supervision, manage staff performance, and develop team cohesion and effectiveness.
8.	Ensure compliance with team administrative requirements, including those in Preceda, Converg, PageUp, and Riskman.
9.	Actively participate in leadership meetings within the Orange Door, working collaboratively and providing support to the broader Orange Door team.

10.	Initiate service improvements and participate in service redevelopment and redesign. Demonstrate capacity to actively lead continuous improvement activities within a changing environment, delivering on the reform objectives.
11.	Other duties as required by the Program Manager or Orange Door Manager.

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).

	1. Tertiary qualifications, preferably in social work, psychology, or behavioural sciences or equivalent, or less formal qualifications with specialised skills to perform at this level.
	2. Excellent understanding of the child protection, placement and support services and family service system, including legislative and policy framework.
	3. Excellent knowledge of, and experience in the application of relevant theoretical approaches that underpin casework practice (including theories of child attachment, development and abuse) to vulnerable children, young people and families.
	4. Well-developed skills and experience in delivering programs and services within required timeframes and budget parameters.
	5. Demonstrated ability to manage a high risk program and work in partnership with key stakeholders.
	6. Demonstrated experience in developing and leading a positive and engaged team environment.

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 three nominated capability groups; **Personal Qualities**, **Relationship and Outcomes**, and **Leading People** (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: _____

Signature: _____

Date: _____