

Position Description			
Name		Date	
<b>Position Title</b>	The Orange Door Team Leader – Child Wellbeing		
<b>Department</b>	Child and Family Services (CaFS)		
<b>EBA / Award</b>	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)		
<b>Probation Period</b>	6 months from commencement		
<b>Classification</b>	Social & Community Services Worker. Level 6		
<b>Primary Site</b>	Based at The Orange Door Access point at UMFC, 27-29 Stanley Street, Wodonga- services clients across Ovens Murray. Travel will be required across the area and between the Access point, Hub and UMFC.		
<b>Hours of work</b>	Full time 9:00am-5:00pm Contracted hours are according to Employment Conditions form that may change as agreed from time to time.		
<b>Tenure</b>	Ongoing employment dependent upon continued appropriate funding capable of supporting the position. If appropriate funding is not available, the position may become redundant.		
<b>Reporting to</b>	Assistant Manager – Child and Family Services		
<b>Direct Reports</b>	Child Wellbeing Practitioners		
<b>Budgetary Responsibilities</b>	Nil		
<b>Liaises with Internally</b>	CaFS – Principal Practice Leader, Team Leaders and Practitioners. The Orange Door partner agency - Practice Leaders, Team Leaders and Practitioners. FSV staff based in The Orange Door		

<p><b>Liaises with Externally</b></p>	<p>Families and community members          Department of Families Fairness and Housing          Community Service Organisations          Aboriginal health and community services</p>
<p><b>The Orange Door</b></p>	<p><b><u>Background of The Orange Door</u></b></p> <p>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 <i>Roadmap for Reform: Strong families, Safe Children</i>.</p> <p>A key recommendation of the Royal Commission and the Roadmap for Reform, was to establish a network of Support and Safety Hubs across Victoria to provide a new way for women, children and young people experiencing family violence, and families in need of support with the care, development and wellbeing of children and young people, to access coordinated support from community, health and justice services. Known as The Orange Door, the hubs will also focus on perpetrators of family violence, to keep them in view and play a role in holding them accountable for their actions and changing their behaviour.</p> <p>The Orange Door will be accessible, safe and welcoming to people, providing quick and simple access to the support and safety they need. They will engage perpetrators and plan interventions to hold them to account.</p> <p><b><u>The Role of the Orange Door</u></b></p> <p>The Orange Door delivers a fundamental change to the way we work with adults, young people and children. The role of The Orange Door is to provide:</p> <ul style="list-style-type: none"> <li>• a more visible contact point so that people know where to go for specialist support</li> <li>• help for people to identify family violence and child and family safety and wellbeing issues</li> <li>• advice based on contemporary risk assessment tools and guidance and best available information</li> <li>• specialist support and tailored advice for victims, families and children, and perpetrators</li> <li>• a strong focus on perpetrator accountability</li> <li>• connection and coordination of access to support</li> <li>• an approach across the spectrum of prevention, early intervention and response</li> <li>• a system-wide view of service capacity, client experience and outcomes.</li> </ul> <p>The Orange Door supports the agency of adults, young people and children, to ensure that the services they receive meet their needs and their goals.</p> <p><b><u>The Orange Door Team</u></b></p> <p>The Orange Door brings together different workforces and practices to create an integrated team and a consolidated intake point in each The Orange Door area to create a new way of support for:</p> <ul style="list-style-type: none"> <li>• adults, children, young people and families experiencing family violence</li> <li>• perpetrators of family violence</li> <li>• families in need of support with the care, development and well-being of children.</li> </ul>

This will be achieved by drawing on the expertise of Community Services Organisation and Aboriginal Community Controlled Organisation and bringing together workers from organisations that currently:

- receive police referrals for adults 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 Family Services Identification and Assessment 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 FSV and staff employed by CSOs, Aboriginal services and DHHS. For each launch site the size of the team will vary to reflect the local needs.

Further information on The Orange Door can be found on the below link:

<https://www.orangedoor.vic.gov.au/>

#### **Partner Agency Information**

The Ovens Murray Orange Door is made up of five partner agencies that work as part of a multi-disciplinary service.

#### **Centre Against Violence (CAV)**

The Specialist Family Violence team delivery adopts a feminist based intersectional approach to provide safe, consistent, and high-quality services. CAV’s role is to work directly with victim-survivors providing dedicated resources and advocacy to promote their rights and respond to their safety and support needs. CAV provides intake, case management and recovery service delivery using a flexible, dynamic, holistic, culturally sensitive, person-centred, and strengths-based approach. Interventions may vary in intensity and duration depending on the risks and needs of all victim-survivors in the family group and is voluntary and focussed on supporting safety and wellbeing. CAV provide therapeutic treatment for children and young people who engage in harmful sexual behaviours. CAV facilitate therapeutic groups for victim survivors, family members and fathers who have used family violence.

#### **Gateway Health**

Gateway Health provides a range of health and welfare services across North East Victoria and Southern New South Wales. With over 60 programs focused on health and promotion and preventions, our services are provided across the life span, from childhood to becoming a parent, adulthood to older age. Gateway Health’s family safety services collaborate with the service system to ensure that perpetrators are in view, held accountable and supported to change their behaviours.

#### **Mungabareena (MAC)**

MAC is a locally based Aboriginal Community Controlled Organisation (ACCO) with offices in Wangaratta and Wodonga. MAC provides services and support to Aboriginal people residing in the Ovens Murray area across Family Violence, Education, Housing, Justice and ensuring community are connected to culture. MAC provides support through groups, case management and planning that is focused on culture, strengths and aspirations and tailored to suit the needs of individuals and families.



	<p><b>Victorian Aboriginal child Care Agency (VACCA)</b>  VACCA is an Aboriginal Community Controlled Organisation (ACCO) that supports and advocates for the local Aboriginal community. VACCA has offices based across the state and provides over 70 programs. VACCA's experience and expertise in the delivery of therapeutic interventions are underpinned by culture, connection and healing. VACCA's family violence and family services programs provides community with a range of options that are culturally responsive to support them in times of need, with a focus on positive parenting and family interaction to promote child's development.</p>
<p><b>Agency Program Area</b></p>	<p>Child and Family services (CaFS) encompasses Family Services, Specialised Programs including Intensive Family Services -Family Preservation and reunification Response, Family Violence Child Safety Team and case support. CaFS also provides Family Therapy and LGBTIQ+ counselling, Financial Counselling and early years supports through our Pre-school Field Officers.</p> <p>The position is responsible for exercising managerial responsibility in line with CaFS organisational goals, legislative requirements and funding requirements for The Orange Door, in collaboration with The Orange Door leadership team.</p> <p>This position will primarily work from The Orange Door location but will remain connected and involved with the rest of the CaFS programs and with UMFC as an organisation.</p>
<p><b>Purpose of the role</b></p>	<p>With the aim of supporting local communities The Orange Door works to ensure the safety and well-being of children and their families, as well as supporting individual victim survivors of violence.</p> <p>The Orange Door Team Leaders are responsible for undertaking managing and allocating day to day work to their multi-disciplinary team of practitioners. The team leader will be responsible for a team of practitioners that work across screening, intake, triage, assessment, and planning as part of The Orange Door team.</p> <p>The team leader will require collaborative practice between the cohort of specialist team leaders within The Orange Door to ensure effective and meaningful development of seamless service system to meet the needs of community supported by The Orange Door. Whilst this position will be based at The Orange Door, it will remain connected and integrated with insert home agency.</p>

<p><b>About UMFC</b></p>	<p>With the mission of strengthening families and individuals to build vibrant communities, UMFC is managed locally by a Board of Management, CEO and 3 Directors, and approximately a hundred and forty staff. This workforce delivers high-level expertise across 6 services including Out of Home Care, Child and Family Services, The Hume Riverina Community Legal Service, Aged and Disability Services, Family Relationship Services and Business Services. Service delivery extends from the cities of Albury and Wodonga, Wangaratta and Benalla to townships throughout the Towong, Mansfield, Alpine and Indigo shires as well as the Murray Riverina. UMFC Child and Family Services (CaFS) provides an entry point for vulnerable children and families to access the range of services and supports they need to build the capacity of the</p>
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	<p>family to support their children's healthy development. It also provides intensive casework and case coordination with the aim of strengthening the capacity of families to promote the safety, stability and development of their children and young people.</p>
<p><b>General Position summary</b></p>	<p>The Orange Door Team Leaders will work as part of a multidisciplinary team of practitioners, Team Leaders and Practice Leads to deliver high quality, safe and effective responses to children, young people and families experiencing family violence and families in need of support with the care, development and well-being of infants, children and young people.</p> <p>A matrix management model will apply, with The Orange Door Team Leaders providing day-to-day support and work allocation to practitioners. This Team Leader and practitioners may be any employee of any of the organisations comprising The Orange Door. Formal line management and supervision will be provided to all UMFC employees by UMFC The Orange Door Team leader. Team Leaders will also receive support and guidance from The Orange Door Practice Leaders.</p> <p>The position requires active and continued participation in collaborative professional practice at The Orange Door and other partner agencies. This is intended to ensure effective and meaningful development of a seamless service system that meets the needs of the families and individuals supported by The Orange Door in the Ovens Murray region. The Team Leader will lead the development of strategies to develop and expand quality of services for children, families and individuals at The Orange Door.</p>
<p><b>Specialist Area</b></p>	<ul style="list-style-type: none"> <li>• Ensure Child Safety is at the forefront of all team members and immediately report any concerns via the appropriate channels.</li> <li>• Ensure all women and children are safe and actively supported to reach their potential.</li> <li>• Identify, understand and assertively breakdown barriers in service delivery that impede a client's full chance to reach potential.</li> <li>• Provide a child centred/family focused approach to practice advice and support for the Child Wellbeing Team.</li> <li>• Develop and engender processes that promote professionalism and enthusiasm in staff.</li> <li>• Provide direct case work support and supervision to Child Wellbeing Practitioners, managing a small case load when required.</li> <li>• Work with staff to ensure we are crafting and implementing evidence based, best practice, consistent and responsive programs; that provide high quality assessment and reviews, case management, group facilitation and engagement and supported referrals to the broader service system.</li> <li>• Ensure programs and activities are established, delivered and maintained in accordance with relevant standards, legislation and funding requirements.</li> <li>• Ensure all employees are safe, supported and capable of providing highest quality care.</li> <li>• Actively engage and explore new and existing service delivery options to provide improved quality of service delivery in collaboration and consultation with stakeholders, (including police and family violence court), Coordinators and Program Managers.</li> <li>• Develop and maintain synergy across programs to enable efficient and effective movement of placements across programs as required.</li> </ul>

	<ul style="list-style-type: none"> <li>Any other relevant duties as required.</li> </ul>
<p><b>General Key Selection Criteria</b></p>	<ul style="list-style-type: none"> <li>Demonstrate leadership knowledge and skills that will enable the supervision and support of a team based within a multi-disciplinary intake and assessment service.</li> <li>Demonstrate experience and knowledge of the Child Protection and sector and commitment to relevant legislation including the Children, Youth and Families Act 2005, the Child Wellbeing and Safety Act 2005 and Child Safe Standards.</li> <li>Demonstrate experience and an in depth understanding and application of Family Violence and Child Well-being, frameworks, models, approaches, theories and practice when dealing with clients.</li> <li>Demonstrate experience and in depth understanding of family violence risk assessment and management in line with the MARAM framework.</li> <li>Demonstrate experience and in-depth knowledge of screening and triage, assessment and planning including complex risk assessment and risk management.</li> <li>Demonstrate awareness and appreciation of Aboriginal societies and cultures, and commitment to continually build knowledge of such, along with a high level of awareness of the key issues which impact upon Aboriginal communities.</li> <li>Demonstrate experience and the ability to create and manage culturally respectful working environment which support effective working relationships within and across teams.</li> <li>Demonstrate the ability to maintain strategic and operational professional relationships internally, externally and within a multi-disciplinary service.</li> <li>Demonstrate experience and well-developed administrative skills including maintaining accurate files, accurate and detailed assessments and case notes.</li> </ul>
<p><b>Specialist area KSC</b></p>	<p><b>Knowledge and skills</b></p> <ol style="list-style-type: none"> <li><b>Works collaboratively to drive cultural change:</b> has a clear concept of the culture required to achieve integrated practice and quality service delivery; promotes and delivers practices that support the development of this culture; understands how to engage with, and lead, all team members to actively participate in the ongoing development and implementation of effective and collaborative practices.</li> <li><b>Established expertise and capability</b> to lead and embed integrated practice and quality practice; demonstrated experience in risk assessment and risk management; knowledge of the drivers/causes of family violence, child development, attachment and trauma theories; understanding of the role of the law and legal system in the context of responding to family violence and vulnerable children and families.</li> <li><b>Stakeholder partnerships: builds mutually beneficial partnerships with key stakeholders</b> to ensure communication is clear, outcomes are achieved, and issues are resolved.</li> <li><b>Service Delivery:</b> supports staff to provide services that are responsive, timely, evidence-based and best practice, in accordance with relevant legislation, standards and the Orange Door implementation model.</li> </ol> <p><b>Personal qualities</b></p> <ol style="list-style-type: none"> <li><b>Relationship building:</b> establishes and maintains relationships with people at all levels; promotes harmony and consensus through diplomatic handling of disagreements; forges</li> </ol>



	<p>useful partnerships; builds trust through consistent actions, values and communication; minimises surprises.</p> <p>6. <b>Initiative and accountability:</b> proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions.</p> <p>7. <b>Drive and commitment:</b> enthusiastic and committed; demonstrates capacity for sustained effort and hard work; sets high standards of performance for self and others; enjoys a vigorous and dynamic work environment.</p> <p>8. <b>Teamwork:</b> cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others' feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.</p>
<p><b>Qualification and mandatory requirements</b></p>	<p>The minimum qualification for this role is a Bachelor of Social Work or equivalent qualification</p> <p>OR have a minimum of 5 years relevant professional experience or have a related qualification relevant to child and family welfare as per the mandatory minimum qualifications for family violence practitioners</p> <p>OR hold significant cultural knowledge and experience or lived experience, and have faced barriers to educational pathways as per the mandatory minimum qualifications for family violence practitioners</p> <ul style="list-style-type: none"> <li>• You must hold a current valid Victorian Working With Children's Check</li> <li>• You must have and continue to hold a full Australian Driver's Licence and a current employment working with children check card.</li> </ul>
<p><b>Position Accountabilities</b></p>	<ul style="list-style-type: none"> <li>• Operational leadership, management and support of your team within The Orange Door including but not limited to: <ul style="list-style-type: none"> <li>- Assigning cases and day to day task to practitioners</li> <li>- Approving allocations to core services</li> <li>- Providing clinical support and advice</li> <li>- Monitoring alignment with relevant practice standards and frameworks</li> <li>- Developing staff rosters</li> <li>- Monitoring team performance</li> <li>- Identifying gaps and provide access to professional development</li> <li>- Ensure client records are up to date and of quality</li> </ul> </li> <li>• Complete all program specific administrative tasks within the required timeframes</li> <li>• Provide clinical practice and practice supervision based on The Orange Door service model and guidelines</li> <li>• Leading and participating in team meetings, performance reviews, supervision</li> <li>• Ensure culture is embedded in practice delivery of services when supporting aboriginal people</li> <li>• Identify and mitigate issues that may adversely affect client outcomes and monitor delivery navigation support.</li> <li>• Build and maintain cohesive teams within The Orange Door</li> <li>• Ensure program staff are inducted, trained and supported to follow policies, procedures and frameworks across The Orange Door and UMFC.</li> </ul>



- Lead change management and quality and continuous Improvement at all times
- Other duties as directed

#### Additional Agency Information / requirements

### REQUIREMENTS OF THE POSITION

#### Physical

This position is predominantly a desk-based role. In emergency situations, fire drills and periods of maintenance, the ability to use stairs may be required. The incumbent may be required to travel in company vehicles around the region and possibly Victoria to attend meetings, forums, professional development etc.

#### Psychosocial:

CaFS programs deal with clients aged from new born to adult from highly traumatised backgrounds often with highly traumatic and demanding situations. The incumbent needs to be able to recognise and administer self-care and be aware of and recognise when these are impacting on program staff.

**Environmental:** This position will predominantly be based in an office; however, the incumbent may be required to travel throughout the region.



## **ADDITIONAL ESSENTIAL REQUIREMENTS OF THE POSITION FOR SUCCESSFUL APPLICANTS**

### **SAFETY SCREENING**

- All applicants are subject to a National Police History Check.
- Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Immigration website [www.immi.gov.au](http://www.immi.gov.au) and can be searched for under the phrase, 'penal clearance certificate'.
- A current Victorian Employee Working with Children Check (WWCC) card is required. Currency will need to be maintained by the employee for the period of employment in The Orange Door.
- Current driver's license

### **WORK CHALLENGES/PRESSURES**

- Working in a multi-agency evolving model with constant change being a feature.
- Leadership and management demands.
- Competing priorities.
- Dealing with complexity.
- Dealing with staff with a variety of expertise and experience.
- Understanding DFFH expectations.

## **SUPERVISION**

At UMFC, supervision is considered to be an integral part of service delivery and workforce management. The development and maintenance of skilled and supported workers depends in large part on the support and structured reflection provided by the supervision framework.

Supervision has a number of benefits for workers, clients, and the organisation, including:

- Protection and a commitment to quality service provision for clients through case review
- A forum of accountability for those to whom the worker is accountable (clients, organisation, profession)
- A reflective space for workers to identify their strengths and weaknesses and any personal issues that may impact on their professional practice
- An opportunity for workers to build their skills and identify areas for future development in a supportive environment.

Supervision is a requirement for all workers at UMFC and must, at a minimum, be provided:

- on an individual basis
- for 2 hours per month (pro rata) which may be in a single block or may be in smaller units.



## CONTRACT OF EMPLOYMENT

All persons employed by the agency are employed under contract. Each contract will provide specific information relating to policies and procedures, including the code of conduct, confidentiality and privacy procedure and pre-existing medical conditions which are required to be signed by persons commencing employment at UMFC.

## DECLARATION OF CURRENT AND ONGOING CAPACITY

1. I have read and understood this Position Description and in signing this document agree that I am capable of fulfilling all of the requirements of the position described both in writing in this document, along with any verbal explanations in terms of:
  - a) The knowledge, skills and attitudes required, and
  - b) My physical and psychological capacity to undertake the work.
  
2. Additionally, I agree to notify the Agency immediately of **ANY CHANGE** in my capacity to meet the requirements as outlined in this position description. This may include, but is not limited to: -
  - any changes in the status of my driver's license
  - my ability to meet any required professional registration
  - any compliance requirements such as WWC check and police check.

I acknowledge:

**Accepted by**  
**(print name):**

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**Employee Signature:**

**Date:**

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