

POSITION TITLE:	Team Leader – The Orange Door
POSITION LOCATION:	Warrnambool – travel throughout the Wimmera South West DFFH region and to Melbourne may be required
CLASSIFICATION:	Social, Community, Home Care and Disability Industry Award 2010. Level 6 – Pay Point dependent on skills and experience
TEAM:	Access and Accommodation Services
EMPLOYMENT:	Full Time

OUR ORGANISATION

Emma House Domestic Violence Services Incorporated (EHDVSI) was established in 1979 and provides support and assistance to women and children who are experiencing, or who have experienced domestic violence / family violence. It is the primary specialist family violence service for South West Victoria. Our range of services can include crisis response, accommodation and/or outreach services, all of which are high quality and contemporary best practice models of service delivery.

EHDVSI is a feminist organisation, and our aim is to provide an empowering, respectful and culturally sensitive service committed to best practice. The EHDVSI hope is for a society where women and children live free from family, domestic or intimate partner violence in all its forms, and we work towards this each day.

THE ORANGE DOOR

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 challenge 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 ,child and family services and perpetrators/men's services, with expert support tailored to each family member's needs.

The safety of victim survivors and children is The Orange Door's first priority. The Orange Door also recognises that a gendered understanding of family violence and an understanding of child and family vulnerability are critical to effective services and systems. The Orange Door is accessible, safe and welcoming to people, providing quick and simple access to the support and safety they need. They will also engage perpetrators and plan interventions to hold them to account.

Given the phased approach to implementing The Orange Door 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.

The Orange Door will deliver 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 wellbeing issues
- Advice based on contemporary risk assessment tools and guidance
- Specialist support and tailored advice for victims, families and children, and perpetrators
- Connection and coordination of access to support
- A system-wide view of service capacity, client experience and outcomes

ROLE CONTEXT

The Hub Practitioner is the first point of contact for victim/survivors at The Orange Door. The role conducts risk and needs assessments, utilising established frameworks, and requires a high level of professional judgement.

A solid understanding is required of the principles and practices relevant to the Family Violence sector, including the underpinning societal structures that perpetuate gender inequity and contributors to the ongoing disempowerment of women and children.

PRIMARY PURPOSE OF THE ROLE

The Team Leader - Orange Door will provide day to day coordination, supervision, practice oversight and support to a team of skilled Family Violence, Child Wellbeing and Men's Family Violence staff within the South West Orange Door. They will provide oversight of the screening, triage, assessment and response to referrals in relation to the risk and safety to victim survivors, concerns for a child's wellbeing and development, and keeping perpetrators accountable and in view.

The role requires having knowledge and experience leading teams in a clinical setting, as well as the capability to embed integrated practice and quality clinical practice.

REPORTING RESPONSIBILITIES

The position directly reports to Manager Access and Accommodation Services.

The position will be the direct report for a team of Hub Practitioners with specialist knowledge of Family Violence, Child Wellbeing and Development and Men's family Violence.

This new position will primarily work from the Orange Door locations, but will remain connected with Emma House as an organisation.

The role will work within a diverse team of professionals to achieve program goals and client outcomes. Given the integrated nature of The Orange Door, this position will be working within a Management Matrix model and therefore a strong focus on collaborative practice will be required.

As this position regularly engages with other agencies within the Orange Door, this role must be able to work collaboratively with others, maintain professionalism and actively promote Emma House Domestic and Family Violence Service to the region and beyond.

KEY RESPONSIBILITIES

Personal and Professional

- Understanding of the value of professional supervision and support
- Commitment to maintaining an up to date knowledge base on issues relevant to domestic and family violence practice.
- Willingness to participate in the annual performance management processes
- Willingness and commitment to attend training and educational opportunities as identified in the annual individual professional development plan.
- Establishes and maintains relationships with people at all levels; promotes harmony and consensus through diplomatic handling of disagreements; forges useful partnership with people across business areas, functions and organisations; builds trust through consistent actions, values and communication; minimises surprises
- Proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for our actions
- 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
- 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

Administration, Documentation and Reporting

- Knowledge of documentation of records within a compliance framework
- Knowledge of contemporary case recording principles and the application to service related documentation
- Possession of a variety of strategies to accomplish the completion of administrative tasks within nominated timelines
- Willingness to undertake associated administrative work
- To collect and collate data as required
- Skills to digitally record information in accordance with agency and funding body requirements.

Technical Skills and Knowledge

- The ability and experience to work collaboratively to drive cultural change and have a clear concept of the culture required to achieve integrated practice and clinical excellence. Design and deliver innovative practices that enhance integrated practice and promote quality clinical standards and an understanding of how to build and establish effective practice cultures. An

ability to identify when change is required and describe reasons for it and engage the people who can deliver the change

- Expert knowledge and experience working in clinical and social services leadership roles with established expertise and capability to lead and embed integrated practice and quality clinical practice. Demonstrated experience in risk assessment and risk management with a demonstrated crosssectoral expertise in relevant disciplines, including but not limited to a knowledge of the drivers/causes of family violence, child development, attachment and trauma theories. Hold a deep understanding of the role of the law and legal system in the context of responding to family violence and vulnerable children and families
- Identifies issues in common for one or more stakeholders and uses to build mutually beneficial partnerships; identifies and responds to stakeholder's underlying needs; uses understanding of the stakeholder's organisational context to ensure outcomes are achieved; finds innovative solutions to resolve stakeholder issues
- Systems thinking with the ability to diagnose trends, obstacles and opportunities in the internal and external environment.
- Invites feedback on own behaviour and the impact on others. Uses new knowledge or information about self to build a broader understanding of own behaviour and the impact it has on others. Understands strong emotional reactions and seeks ways to more effectively manage them.

Communication and Teamwork

- Commitment to effective communication and information sharing
- Willingness to represent the organisation professionally and promote services appropriately
- Ability to work in a well-organised manner, both independently and with colleagues and to contribute to a harmonious and team-based working environment
- Understanding of the principles of effective and timely decision-making and dispute resolution processes
- Commitment to constructive networking with other agencies, businesses and services
- Contribute towards the positive motivation of the team, particularly in time of change

Continuous Quality Improvement

- To participate in the organisation's CQI processes
- To participate in the quality improvement practices and outcomes in accordance with the relevant industry standards
- To participate in the Accreditation process and continuous improvement plan
- Contribute to monitoring of service provision to ensure outcomes are in line with internal and external standards, service philosophy and goals
- Participation in the development and review of organisational policies, procedures and work instructions as appropriate

Workplace Health and Safety

- Demonstrate an understanding of the shared responsibility for a safe workplace
- Understanding of the core responsibilities of an employer and employee in relation to occupational health and safety
- Participation in the monitoring of occupational health and safety practices within the workplace, and the addressing of any concerns via the appropriate channels, in a timely manner

Additional Duties

- Undertake regular tasks as per requirements
- Work within the required financial parameters of your role
- Willingness to undertake additional duties as directed and / or negotiated with the Manager
- Demonstrate flexibility in providing coverage for other staff during times of absence or leave
- Other administrative duties as required

Child Related Precautions

EHDVSI has an obligation to offer a safe environment for children and is required to ensure all employees are appropriately screened before working with children. Screening occurs via the mandatory Working with Children Check Act (2005), whereby all employees must have received a satisfactory assessment before employment can be confirmed, a satisfactory police record check, the interview process, whereby an applicant's personal and professional interest in working with children may be explored, and the referee check process, whereby information will be sought regarding an applicant's history regarding working with children

Other

EHDVSI acknowledges **Aboriginal and Torres Strait Islander people** as the traditional custodians of the land on which we operate. We commit to working respectfully to honour their ongoing cultural and spiritual connections to the country.

EHDVSI actively values and **promotes diversity and is committed to being inclusive and respectful to all**. We welcome application from women and people who identify as women who are Aboriginal, members of the LGBTIQ+ community, from culturally and linguistically diverse backgrounds and women of all abilities.

Risk Statement: Risk management is a core component of EHDVSI governance arrangements and compliance across the organisation supports the Board, committees and senior management in their strategic and governance roles. Staff have an important role in contributing to, and applying effective risk management within their area of influence.

QUALIFICATIONS, EXPERIENCE AND ABILITIES REQUIRED TO FULFILL THE ROLE

Qualifications:

- Bachelor of Social Work or equivalent, or a willingness to upgrade from a Diploma of Community Services (Welfare Studies) to a degree qualification relevant to the field
- Current Victorian Drivers Licence
- Current satisfactory Police Records check
- Current Working with Children Check

Experience, Skills and Abilities

The successful candidate will have the best combination of the following characteristics:

- Commitment to the vision, philosophy and objectives of EHDVSI and The Orange Door

- Demonstrated ability to supervise and lead staff
- Demonstrated experience in leading practice within complex service delivery contexts, particularly multi-disciplinary and multi-agency approaches to the provision of services to vulnerable children, families and diverse communities
- Understanding of the nature, scope and impact of domestic and family violence on victim/survivors
- Identify, understand and assertively breakdown barriers in service delivery that impede a client's full chance to reach potential
- Provide direct case work support and supervision to Hub Practitioners whilst managing a small case load when required
- Understanding of the principles of empowerment for individuals, and women in particular
- Understanding of, and a commitment to advocating against structural inequality as it relates to women and their children
- Ability to undertake and support staff in developing considered and comprehensive client safety / risk and homelessness assessments using the required frameworks and the information sharing schemes
- Work with staff to ensure we are crafting and implementing evidence based, best practice, consistent and responsive programs
- Participation in the delivery of public awareness and community education activities
- 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.
- Understanding of, and a commitment to maintaining professional practice and boundaries
- A comprehensive understanding of the complex issues and systems that impact upon women and children who have experienced family violence, including the social, political, emotional, legal, medical and economic contexts
- An awareness of key agency stakeholders
- Knowledge of the principles of gender inequality and feminist theory
- Current First Aid Certificate Level II

AUTHORISED BY:

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POSITION: Quality Compliance Manager

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