



Primary Care Connect is a local community health centre operating under the social model of health. We work with our community to create better health outcomes. Visit our website www.primarycareconnect.com.au for the organisations mission, values, journey and strategic direction.

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

Given the phased approach to implementing The Orange Doors 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 statewide level, informed by local practice and experience.

Role of The Orange Door

The Orange Door delivers 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 and family safety and wellbeing issues
- advice based on contemporary risk assessment tools and guidance and best available information
- specialist support and tailored advice for victims, families and children, and perpetrators
- a strong focus on perpetrator accountability
- connection and coordination of access to support
- an approach across the spectrum of prevention, early intervention and response
- a system-wide view of service capacity, client experience and outcomes.

The Orange Door supports the agency of women, children and families, to ensure that the services they receive meet their needs and their goals.

This position will work across all of the Goulburn Orange sites.

The Orange Door Team

Orange Doors brings together different workforces and practices to create an integrated Orange Door team and a consolidated intake point in each Orange Door area to create a new way of support for:

- women, children, young people and families experiencing family violence
- perpetrators of family violence
- families in need of support with the care, development and well-being of children.

This is achieved by drawing on the expertise of CSOs, Aboriginal services and DHHS and bringing together workers from organisations that currently:

- receive police referrals for women 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 Child FIRST 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.



POSITION SCOPE

The Advanced Family Violence Practice Leader is a practice leadership position in The Orange Door.

Auspiced by Primary Care Connect within The Orange Door network, the Advanced Family Violence Practice Leader will work in close partnership with the Hub Manager, other practice leaders (Integrated Practice Leader, Senior Child Protection Practitioner/s and Aboriginal Practice Leader) and team leaders to lead family violence practice in The Orange Door and support secondary consultations with internal and external service providers.

The Advanced Family Violence Practice Leader is responsible for providing practice leadership on risk assessment, risk management and planning for family violence and providing expert advice to the Orange Door workforce in relation to complex family violence cases and perpetrator interventions. The Advanced Family Violence Practice Leader will proactively build specialist evidence-based family violence knowledge and capability across the Orange Door workforce in line with the Orange Door Service Model and Integrated Practice Framework.

The Advanced Family Violence Practice Lead will work as part of a team working collaboratively to improve capability, integrated practice and provide specialist knowledge. This role is based at The Orange Door Shepparton.

Position Reports

This position reports to the Manager Clinical Services – Family Violence Program and works within The Goulburn Orange Door Team. It is also expected that this position works within the larger The Orange Door and Primary Care Connect teams, and network with external organisations.

Key Performance Indicators

The key performance indicators below are the expected outcomes of this position. Timelines for achievement of key performance indicators will be set within the first month of employment and include clear objectives to be achieved throughout the probation period.

- Execution of accountabilities as prescribed
- Meet 100% compliance for administration responsibilities
- Meet 100% compliance for data collection and program evaluation
- Meet 100% reporting requirements in accordance file audits
- Meet 95% compliance for meeting with direct line manager and team
- Conduct yourself in accordance with Primary Care Connect core values and behaviours

Accountabilities

Leading and supporting family violence practice by:

- Providing specialist secondary case consultation and technical input on complex family violence cases and perpetrator interventions
- Providing specialist family violence expertise to the process of intake and assessment of responses to children's safety and wellbeing
- Co-working and providing daily specialist family violence support (as requested and required) for team leaders
- Where appropriate, jointly managing a small caseload of complex and/or sensitive family violence cases
- Working with Orange Door practice leaders, team leaders, and Hub practitioners where appropriate, to identify and resolve practice issues as they arise, especially where there are issues about family violence cases
- Supporting practitioners to understand the tactics of coercion, power and control used by perpetrators of family violence and to apply strategies to hold perpetrators to account
- Operating with autonomy and accountability in supporting specialist family violence practice.

Prioritising and approving Central Information Point (CIP) requests.

Prioritising and approving referrals to the Risk Assessment and Management Panel (RAMPs).

Leading, mentoring and developing hub practitioners and team leaders in family violence practice by:

- Building capability to deliver specialist family violence responses to victim survivors, children and families and perpetrators, informed by client experience and in line with the Integrated Practice Framework and relevant legislative frameworks (including the Children, Youth and Families Act 2005 and Child Wellbeing and Safety Act 2005)
- Supporting practitioners to engage effectively with those accessing services, identify and assess family violence risk, manage risk and prioritise safety and provide effective services

- Ensuring Orange Door practitioners are up to date with any developments in the evidence or practice of family violence risk assessment, risk management and planning and perpetrator interventions
- Providing practitioners with relevant information, resources and tools, to support safe and effective family violence responses as part of an integrated practice approach
- Modelling and supporting culturally safe, inclusive and responsive family violence practice
- Modelling integrated practice approaches and behaviours integral to ethical clinical practice, including accountability and responsibility for decision making
- Supporting professional development of practitioners in partnership with other practice leaders, Family Safety Victoria, CSOs, DHHS, Aboriginal services and other local workforce and training planning initiatives
- Contributing to reflective practice for The Orange Door team in particular in relation to family violence knowledge and expertise

Liaising with and providing specialist or secondary consultation to organisations and services within The Orange Door network in order to discuss direct service issues and ensure ongoing safety of victim survivors.

Working collaboratively with the RAMP coordinators to support multi-agency responses to people referred for RAMP in The Orange Door network.

Supporting system and service improvement by:

- Implementing systems and procedures to guide and improve specialist family violence practice, including risk assessment, risk management and planning
- Working in partnership with the Centre Manager, team leaders, and other CSO Managers where appropriate, to foster high quality service
- Fostering and facilitating family violence practice innovation
- Providing sound judgement and authoritative advice on risks, priorities, practice issues and opportunities for service improvements to The Orange Door team, and where relevant the Hub Manager and/or relevant Orange Door governance groups
- Participating in the monitoring and delivery of projects to respond to local specialist family violence practice needs, ensuring they are delivered in accordance with relevant legislation and government regulations and guidelines.

Building and maintaining positive relationships with key internal and external stakeholders to facilitate a partnership and integrated practice approach.

Managing stakeholders through effective negotiation and influence and harnessing this network to support clients and ensure effective Orange Door operations.

Keep accurate and complete records of your work activities in accordance with legislative requirements and the Victorian Government's records, information security and privacy policies and requirements.

Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and occupational health and safety (OHS) policies and procedures.

Position Duties and Responsibilities

Meet 100% compliance for administration responsibilities

- Maintain concise, accurate and legible records, including case notes, completed forms and reports as required according to program guidelines.
- Maintain client files in a safe, secure place as per policy.
- Maintain accurate statistical data as required by PCC and DHHS.

Meet 100% compliance for data collection and program evaluation

- Collect and input data as per evaluation framework and plan
- Participate in program evaluations as directed by management
- Present information as directed by manager

Meet 100% reporting requirements in accordance file audits

- Complete all client documentation in line with client journey procedure
- Address any non-compliance from file audits within 24 hours of notification

Meet 95% compliance for meeting with direct line manager and team

- Attend monthly individual meetings with direct line manager
- Attend team and all-staff briefings
- Attend and report on meetings as directed by management

Conduct yourself in accordance with Primary Care Connect's core values and behaviours

- Be accountable for your own behaviour
- Support a high standard of professional respect
- Support an inclusive working environment

Incumbent Expectations

Qualifications	<ul style="list-style-type: none"> • Maintain relevant qualifications and professional registrations • Provide at commencement of employment a National Police Check, Drivers Licence and Working with Children 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 and can be searched for under the phrase, 'penal clearance certificate'.
Personal & Professional Development	<ul style="list-style-type: none"> • Demonstrated experience, understanding and commitment of the need for both personal and professional development
Communications & Organisational Culture	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients
Administration & Documentation	<ul style="list-style-type: none"> • Ability to thoroughly use PCC's policies and procedures to ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner
Technical Skills & Application	<ul style="list-style-type: none"> • Demonstrated knowledge and application of the skills, duties and responsibilities required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures
Team Work & Communications	<ul style="list-style-type: none"> • Demonstrated ability to participate as an active member of a team, consistent with PCC's policies and procedures
Continuous Quality Improvement	<ul style="list-style-type: none"> • Commitment to ensuring that quality services are delivered to both internal and external clients

Key Selection Criteria

The following are the key selection criteria for this position. Please address these in your application, providing relevant work examples of each criteria.

Qualifications

- Professional clinical experience and relevant qualification(s) in social work, psychology or a related discipline is essential.

Specialist Expertise

- A strong knowledge and understanding of the drivers/causes of family violence and child and family vulnerability, as well as the child and family services and/or broader social services sector and their fundamental practices and theories is required.
- Demonstrated experience in leading family violence 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 is required.

Knowledge and Skills

- Works collaboratively to drive cultural change: has a clear concept of the culture required to achieve integrated practice, and deliver effective, culturally safe and responsive services; designs and delivers innovative practices that enhance integrated practice and promotes quality practice standards; understands how to build and establish effective practice cultures, identifies change required, describes reasons for it and engages people who can deliver the change.
- Expert knowledge and experience working in specialist family violence social services leadership roles: has established expertise and capability to lead and embed specialist family violence practice and perpetrator interventions across a multidisciplinary team; has demonstrated experience in applying risk assessment and risk management frameworks in a family violence context; has in-depth knowledge of the gendered nature of family violence, the drivers and causes of family violence and feminist, intersectionality and human rights frameworks pertaining to adults and children; knowledge and understanding of child development, attachment and trauma theories; has deep understanding of the role of the law and legal system in the context of responding to family violence and vulnerable children and families; has knowledge of practice working with women, children, families, victims and perpetrators of family violence; has experience working with Victoria's diverse communities.
- Stakeholder partnerships: 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; find innovative solutions to resolve stakeholder issues.
- Systems thinking: diagnoses trends, obstacles and opportunities in the internal and external environment; understands the linkages between natural systems and communities to inform policy; conceptualises and defines the systems working within the organisation.
- Self-management: invites feedback on own behaviour and impact; 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.
- Experience using technology to complete daily work tasks

Personal Qualities

- Relationship building: establishes relationships with people at all levels; promotes harmony and consensus through diplomatic handling of disagreements; forges useful partnerships with people across business areas, functions and organisations; builds trust through consistent actions, values and communication; minimises surprises.
- Initiative and accountability: proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions.
- Drive and commitment: 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.
- Teamwork: 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.
- Professional and personal alignment with Primary Care Connect core values

Position Employment Conditions

Agreement:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Classification:	Community Development Worker Class 3 Year 1 Level 8 Pay Point 1
Hours per Fortnight:	75
Probation Period:	All new positions are subject to a probation period of six months from date of commencement.

Position Approval

The details contained in this position description are an accurate statement of the scope, conditions, duties, responsibilities and all other requirements of above titled position.

_____/_____/_____
Chief Executive Officer Date

I _____ (full name) have read and fully understand the requirements of the positions and will fulfil the obligations of scope, duties and responsibilities as listed in the above position description.

Incumbent

_____/_____/_____
Date

How and Where to Apply

Applications must be made via the PCC website, www.primarycareconnect.com.au.

Further information about this role can be found by contacting Sheree Monteleone on (03) 5823 3200.

Applications for this position will close at 5.00pm on 6th November 2020.