

Service System Navigator – Mallee

The Service System Navigator is a leadership role in each The Orange Door.

Reporting to The Orange Door Hub Manager, the Service System Navigator will be responsible for identifying shared priorities at the local level and exploring new opportunities to partner and provide service responses to Victorians seeking support and safety through The Orange Door. They will establish and maintain service interface arrangements with key services across the local service network in line with statewide guidance. The Service System Navigator will work collaboratively with the Hub Manager, Practice Leaders and local service network and governance structures to strengthen access to services and responsiveness to diverse communities. The Service System Navigator will also support practitioners in The Orange Door to deliver integrated and connected services and will proactively identify and resolve service system interface issues that may arise in each local area.

Are you

- A high performing professional, with experience building collaborative and coordinated service delivery approaches within complex operational environments?
- Passionate about systems and service reform and improving outcomes for victim survivors of family violence, vulnerable children and families?
- An effective communicator with excellent stakeholder engagement skills and expertise in working with diverse community groups, government and non-government organisations?

Title	Service System Navigator
Classification	VPSG 6
Team, unit	The Orange Door, Mallee
Work location	Mildura
Website	www.vic.gov.au/familyviolence/
Position number	FSV/526984
Employment type	Full-time (76 Hours per Fortnight) Ongoing
Salary range	Value Range 1: \$124,033 - \$145,009 plus superannuation Value Range 2: \$145,010 - \$165,983 plus superannuation
Position reports to	Support and Safety Hub Manager, Family Safety Victoria
Further information	Please contact Metaxia Tsoukatos, Manager, The Mallee Orange Door, North Division 0438 141 255
Closing date	Thursday 28 th of January 2021

The Orange Door (formerly Support and Safety Hubs)

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 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.

Ending Family Violence: Victoria's Plan for Change released in November 2016, sets out the Victorian Government's commitment to establish The Orange Door across all 17 Department of Health and Human Services (DHHS) areas. The Orange Door will be central to Victoria's approach to addressing both family violence and ensuring child safety and wellbeing. The Orange Door will also form a critical part of the broader service system response.

The *Support and Safety Hubs: Statewide Concept* (Statewide Concept) released in July 2017 describes the intent, scope, key functions and roles of The Orange Door and how they will contribute to the vision and aspirations of Victoria's Plan for Change and Roadmap for Reform. It outlines what The Orange Door will deliver across the state as part of the future service system, the approach government is taking, and a number of principles for their design.

The Statewide Concept highlights that the safety of victim survivors and children will be The Orange Doors' first priority. It 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 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.

Family Safety Victoria (FSV) will facilitate statewide coordination and development of The Orange Door service delivery model, including with the support of a Hubs Statewide Reference Group. FSV will oversee the establishment of The Orange Door network in collaboration with the local Hub Leadership Groups, Operations Leadership Groups and Local Establishment Forums, which will lead the implementation and management of The Orange Door in each area.

The Victorian Government is committed to establishing The Orange Door in each Department of Health and Human Services (DHHS) area by 2022. To date, The Orange Door is operational in seven DHHS areas: Barwon, Bayside Peninsula, Central Highlands, Inner Gippsland, Loddon, Mallee and North Eastern Melbourne. The Orange Door is also being actively Goulburn, Inner Eastern Melbourne; Outer Gippsland; Ovens Murray; Southern Melbourne; and Wimmera South West.

The government is committed to delivering the foundational service model in the first instance and will build to the realisation of the statewide concept for The Orange Door over time. This 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 also be informed by community needs, co-design, evaluation, and practice learnings.

Our Organisation

FSV is the first government organisation dedicated to ending family violence. It delivers key initiatives to help protect, support and identify risk for those impacted by family violence and hold perpetrators to account. FSV also coordinates access to services that support vulnerable children and families.

Our vision

To create a future where all Victorians can enjoy safe and respectful personal and family relationships, where children grow up in families that value their health, development and wellbeing.

Our role

FSV leads policy development and delivers key reforms including:

- establishing and operationalising 17 The Orange Door primary sites across Victoria - a new service model that will transform services, making it easier for people, particularly for vulnerable families, women and children experiencing or at risk of family violence to get the help, protection and support they need
- enhancing existing specialised services for victims of family violence including children, so that the right assistance is available at the right time
- implementing information sharing regime and risk assessment and management, supported by a Central Information Point connecting police, the courts and services to keep victims safe
- delivering the 10-Year Family Violence Industry Plan and establishing the new Centre for Workforce Excellence, to build workforce capacity and capability in partnership with the sector
- leading engagement with sector, victim survivors, diverse communities and the Victorian community as a whole across all reforms and initiatives we deliver.

We work across government and with our partners in the family violence, family services and broader social services sectors to transform services and introduce new practices to make it easier for people to get the help, protection, and support they need.

By leading collaboration and engagement for Victoria's family violence response we will make sure victim survivors remain at the heart of these changes, and that services are safe, accessible and culturally appropriate.

At FSV, everything we do begins with a deep understanding of people's lived experiences and the specialist expertise of the family violence, family services and broader social services sectors.

Our personality

Empathetic

Everything we do starts from the perspective of the person. Our people understand the complex nature and drivers of family violence and treat people affected by family violence with dignity and respect.

Driven

We have a sense of purpose and a drive to make a positive change. Our services are responsive, innovative and effective.

Leadership

Our people actively engage across government to lead the family violence agenda and are committed to supporting reforms which promote and achieve gender equality.

Collaborative

Our people proactively develop and maintain purposeful relationships across government and with the family violence, family services and broader social services sectors. We are influenced and guided by specialist expertise and peoples' lived experiences.

Creative and Engaging

We are committed to doing things differently, opening up thinking and considering new possibilities and use a range of engagement approaches to help end family violence.

Program and Service Development Branch

The Program and Service Development Branch is responsible for translating policy into program and service delivery focused on achieving improved outcomes for family violence and sexual assault victim survivors and more effective engagement with perpetrators, delivering on Victoria's family violence reform agenda.

The Program and Service Development Branch establishes, develops and leads the operations of The Orange Door and Central Information Point, develops specialist family violence and sexual assault programs and services including detailed program guidance, commissioning and program oversight, supports improvement in performance and service quality and delivers on key enablers including budget, infrastructure and information technology platforms. This is delivered in partnership with government and sector partners at a state-wide and area level.

The Program and Service Development Branch comprises four units: Service Development, Service Implementation and Support, Operations and Information Systems.

Operations Unit

The Operations Unit establishes, leads and develops the operations of The Orange Door and the Central Information Point, ensuring a focus on client outcomes, local area context, issues and strengths, continuous improvement in service quality and performance, effective resource management and ensuring that the services are delivering on Victoria's reform agenda for family violence and child and family services. The Branch delivers this through partnership with government, sector and agency partners at a statewide and area level.

The Orange Door Team

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:

- 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 will be achieved by drawing on the expertise of Community Service Organisations (CSOs) 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.

Accountabilities

Operating at value range 1, you will:

1. Establish and maintain service interface agreements, local arrangements and operating protocols with key services across the local area and broader service network.
2. Partner with the local service sector to identify opportunities to address local area service gaps and resolve issues relating to service delivery.
3. Monitor progress of service engagement, connections and service capacity, identifying actual and potential barriers and finding effective ways to deal with them.
4. Establish systems and processes for feedback loops to services across the local network about the actions taken by The Orange Door.

5. Provide authoritative advice and or secondary consultation to internal and external stakeholders regarding service interfaces and access between The Orange Door and local service system.
6. Promote The Orange Door and its services broadly across the universal service system to build confidence and capacity to support victim survivors and vulnerable children and families.
7. Operate with autonomy and accountability in leading service interfaces and service access arrangements .
8. In partnership with the Hub Manager, lead and support The Orange Door Practitioners to deliver integrated and connected services by:
 - (a) Working with Practice Leaders and Team Leaders to identify and resolve service access, navigation and interface issues as they arise
 - (b) Providing practitioners with relevant information and support to connect people to broader services and supports
 - (c) Building capability of practitioners to understand access pathways beyond their specialist expertise to deliver integrated functions and services in collaboration with Practice Leaders
 - (d) Modelling collaborative partnership approaches and behaviours to support effective local partnerships and interface arrangements.
9. Drive strong and positive connection between The Orange Door and services within The Orange Door network, and broader system interface by:
 - a) Building and maintaining effective relationships with local services and existing networks to facilitate a partnership and coordinated approach
 - b) Managing stakeholders through effective negotiation and influence
 - c) Working collaboratively with the Aboriginal Practice Leader to build and maintain effective partnerships with Aboriginal services to support choice for Aboriginal people
 - d) Working effectively with diverse communities and services for older people, LGBTI networks, ethno- specific organisations and migrant resource centres to support service connections and coordination.
10. Provide sound judgement and authoritative advice on risks, priorities, service access and interface matters for consideration by the Hub Manager, Hub Leadership Groups, the Local Hub Establishment Group and other relevant local governance arrangements.
11. Oversee, monitor and deliver projects to respond to local access and service interface needs, ensuring they are delivered in accordance with relevant formalised agreements, legislation and government regulations and guidelines.
12. 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.
13. 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.

Selection criteria

Knowledge and skills

1. Works collaboratively to drive cultural change: has a clear concept of the culture required to achieve integrated and coordinated service delivery, 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.
2. Expert knowledge and experience working in leadership roles within a social service context: has established expertise and capability to lead culture, system and processes that support service navigation and coordination; has in-depth experience establishing service interfaces and arrangements across the social service sectors and broader service sector.
3. 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; finds innovative solutions to resolve stakeholder issues.
4. Project management: consults, liaises with and influences key stakeholders; produces detailed project plans where objectives are clearly defined and action steps for achieving them are clearly specified; monitors performance against objectives and manages project risks and issues; ensures project objectives are met.
5. 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.
6. 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.

Personal qualities

1. Relationship building: establishes and maintains 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.
2. Initiative and accountability: proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions.
3. 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.
4. 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.

Qualifications

- Relevant qualification(s) in social work, welfare, psychology or a related discipline is highly regarded.

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 highly regarded.
- Demonstrated experience in working effectively in a complex service delivery context, particularly multi-disciplinary and multi-agency approaches to the provision of services to vulnerable children, families and diverse communities is highly regarded.

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.homeaffairs.gov.au and can be searched for under the phrase, 'penal clearance certificate'.
- A current Employee Working with Children Check (WWCC) card is required and will need to be provided prior to commencement of employment by the applicant. Currency will need to be maintained by the employee for the period of employment.

Conditions and benefits

People who work for Family Safety Victoria must comply with the *Code of Conduct for Victorian Public Sector Employees 2015* and agree to work according to our values of quality, collaborative relationships, responsibility, client focus, professional integrity and respect.

Employees of Family Safety Victoria can enjoy a range of generous Victorian Government employment benefits. These include attractive salaries, flexible leave arrangements and training and development opportunities. Please see www.careers.vic.gov.au/why/benefits-conditions.

Family Safety Victoria promotes diversity and equal opportunity in employment. If you are an Aboriginal or Torres Strait Islander applicant, or if you have a disability, and require advice and support with the recruitment process, please contact the Diversity Unit on DiversityInclusion@dhhs.vic.gov.au

How and where to apply

Family Safety Victoria prefers job applications submitted electronically to best manage administrative and environmental resources. If you are unable to apply online, please follow the instructions below to submit a paper copy.

- Online – existing staff: click through to the job opportunities page from the intranet homepage.
- Online – external applicants: visit the job search page at www.careers.vic.gov.au
- If you are unable to apply online or having difficulties accessing the information online, please phone Metaxia Tsoukatos, Mallee Hub Manager, PH: 0438 141 255 or email Metaxia.Tsoukatos@familysafety.vic.gov.au for assistance.

Other relevant information

For other important information about the recruitment process, please read the department's Information for applicants page at www.dhs.vic.gov.au/about-the-department/our-organisation/careers/applying-for-a-job/information-for-applicants or request a copy from the contact for further information listed under the 'Position details' section of this document.