

## Position Description

<b>Position</b>	<b>Children and Young Person’s Practice Leader</b>
<b>Program</b>	Barwon Orange Door
<b>Location</b>	83 Moorabool Street
<b>Date</b>	April 2021

### About Bethany

Bethany Community Support Inc. is a vibrant community service organisation based in Victoria that provides a broad range of prevention, intervention, support and educational services to children, young people, families and individuals.

### Our Vision

To be a recognised leader in providing services that work in new ways to support children, families and individuals to be the best they can, develop secure relationships and participate in their community.

### Our Values

- **Courage**                We take action and stand up for what we believe
- **Respect**                We value people and build on their strengths
- **Integrity**               We are open, fair and just in everything we do
- **Innovation**            We develop new ways of working to make a difference
- **Collaboration**        We work together to improve outcomes

### Bethany’s Diversity Statement

At Bethany we celebrate diversity and innovation. We embrace creating a connected organisation which enables all service users, employees, students, contractors, and volunteers to feel safe from discrimination. We support an inclusive environment where people of all genders and ages, people living with a disability. First Nations people and people from LGBTI and CALD communities feel empowered to contribute their experiences and ideas; knowing that these will be valued.

### Commitment to Child Safety

Bethany Community Support is committed to providing a child safe environment. We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are committed to the cultural safety of all children including Aboriginal children, children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

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### Policy Context

#### Support and Safety Hubs (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.

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. 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.

#### Role of the Orange Door

The Orange Door will deliver a fundamental change to the way we work with women, children, young people 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, young people, and perpetrators
- connection and coordination of access to support
- a system-wide view of service capacity, client experience and outcomes

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

The Orange Door will help to maintain a focus on perpetrators, so the risk they pose can be assessed, and they are held to account for their behaviour.

### The Orange Door Team

The Orange Door brings together different workforces and practices to create an integrated Orange Door team working within an Integrated Practice Framework to deliver a consolidated intake point in each Orange Door area providing 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 infants, children and young people.

This will be achieved by drawing on the expertise of CSOs, Aboriginal services and DFFH and their deep connections with people in local areas, and bringing together workers from organisations that currently:

- receive police referrals for women and children 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 will include a mix of staff employed by FSV and staff employed by CSOs, Aboriginal services and DFFH. For each site the size of the team will vary to reflect the local resources.

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The Children and Young Person's Practice Leader is a practice leadership position in each Support and Safety Hub (The Orange Door). The Orange Door service model recognises the safety of infants, children and young people as an inalienable right, distinct from their parents or guardians, and that each infant child and young person has unique needs that will be assessed individually.

Auspiced by Bethany and operating within The Orange Door network, the Children and Young Person's Practice Leader will work in collaboration with other practice leaders and team leaders to lead the delivery of high quality, safe and effective service responses to young Victorians seeking support and services through The Orange Door.

The Children and Young Person's Practice Leader will hold responsibility for providing expert practice leadership on engaging children and young people, assessing risk and needs for the infant, child, young person and family and supporting interventions for infants, children and young people impacted by family violence and/or experiencing vulnerabilities due to other factors.

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The Children and Young Person's Practice Leader will proactively build the capability across The Orange Door workforce working collaboratively to engage with children and young people to ensure that the experiences and voices of children and young people inform the service response in line with The Orange Door Service Model and Best Interests Case Practice Model.

The Practice Leader roles within the Orange Door play a pivotal role in contributing to The Orange Door leadership and providing expert practice advice utilising relevant theoretical frameworks. The Orange Door operates within an Integrated Practice Framework reinforced by Practice Leaders working collaboratively across the various specialist roles within the practice stream. All Practice Leaders are expected to consult and collaborate with the broader leadership team within The Orange Door, and to work to build capability across all staff to work effectively with all client.

There are five Practice Leader roles within The Orange Door:

- Advanced Family Violence Practice Leader
- Advanced Family Violence Practice Leader (Men's)
- Aboriginal Family Violence Practice Leader
- Integrated Family Violence Practice Leader
- Children and Young Person's Practice Leader

### Key Responsibilities

1. Leading Children and Young Person's practice and facilitating decision making by:
  - (a) Providing case consultation and expert advice for complex cases
  - (b) Working with Orange Door practice leaders, team leaders and Orange Door practitioners to identify and resolve clinical and practice issues as they arise, including where there are different views within The Orange Door team
  - (c) Establishing systems and procedures to improve service delivery to infants, children and young people including monitoring and tracing progress and outcomes
  - (d) Collaborating with colleagues to support a holistic family approach prioritising the safety of women, children, young people and families
  - (e) Operating with autonomy and accountability in leading Children and Young Person's clinical practice.
2. Providing specialist and advanced practice leadership and support to practitioners by:
  - (a) Leading, mentoring and developing Orange Door staff in case practice guidance, decision making and achieving positive outcomes
  - (b) Where appropriate, co-allocations of a small caseload of complex and/or highly sensitive cases
  - (c) Co-working with and providing daily support (as requested and required) for Team Leaders and Managers
  - (d) Working in partnership with the other practice leaders, team leaders and other partner agency managers, where appropriate, to foster high quality service utilising an integrated practice approach

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- (e) Modelling Children and Young Person's practice approaches and behaviours integral to ethical practice, including accountability and responsibility for decision making
  - (f) Modelling and supporting culturally safe, inclusive and responsive practice. Understands culturally informed practice considering decisions and actions from the perspective of cultural background.
  - (g) Promoting evidence based and evidence informed approaches, as well as continuous improvement in professional practice and the delivery of Children and Young Person's Orange Door services
  - (h) Building capability in engaging children and young people to understand their world and advocate for the child and young person's voice through the service response
  - (i) Providing practitioners with relevant information, building knowledge of theoretical frameworks and the relevance in practice and access to systems to support safe and effective practice approaches.
3. Building capability of practitioners to respond to infants, children and young people impacted by family violence and/or wellbeing issues in line with the Orange Door Service Model, Best Interests Case Practice Model, MARAM, Integrated Practice Framework and relevant legislative frameworks (including the *Children, Youth and Families Act 2005* and *Child Wellbeing and Safety Act 2005*).
  4. Providing expert knowledge, sound judgement and authoritative advice on risks, priorities, accountability, and practice matters to the Orange Door team and where relevant the Hub Manager and/or relevant Hub governance groups.
  5. Building and maintaining positive relationships with key stakeholders to facilitate a partnership and Children and Young Person's practice approach.
  6. Managing stakeholders through effective negotiation and influence and harnessing this network to support clients and ensure effective Orange Door operations.
  7. In partnership with other practice leaders, supporting clinical and practice professional development and training of practitioners by:
    - (a) Undertaking analysis of clinical and professional development needs across the workforce, monitoring quality of clinical practice and responding to local learning needs
    - (b) Engaging in the Case File Audit process by critically reflecting on identified cases, and contributing to analysing audits and providing thematic strengths and deficits to the Operational Leadership Group and Hub Leadership Group
    - (c) Delivering results through problem solving and using internal insights to lead practice and proactively address issues
    - (d) Coordinating professional development opportunities for The Orange Door workforce, in partnership with Family Safety Victoria, CSOs, DFFH and Aboriginal services coming together to deliver Orange Door services
    - (e) Leading reflective practice for The Orange Door team
    - (f) Fostering and facilitating practice innovation.

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8. Using the Client Relationship Management System (CRM) for recording, analysis and review of client information.
9. Participating in the monitoring and delivery of projects to respond to local clinical or Children and Young Person's practice needs, ensuring they are delivered in accordance with relevant legislation and government regulations and guidelines.
10. Keeping 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.
11. Taking 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.

### Key Selection Criteria

#### *Essential*

1. Professional clinical experience and relevant qualification(s) in social work, psychology or a related discipline is essential.
2. Expert knowledge and/or experience working in clinical and social services leadership roles: has established expertise and capability to lead and embed Children and Young Person's practice and quality clinical practice; has demonstrated experience in risk assessment and risk management in relation to infants, children and young people; has demonstrated cross-sectoral expertise in relevant disciplines, including but not limited to a knowledge of the drivers/causes of family violence, 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.
3. Child centred and family focused with the view of the child and the child's role within the family to assess risk and needs and understand the voice of the child.
4. Demonstrated experience in developing interventions to reduce risk and vulnerabilities to infants, children and young people using theoretical frameworks to underpin the approaches.
5. 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.
6. 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 is required.
7. Works collaboratively to drive cultural change: designs and delivers innovative practices that enhance practice with infants, children and young people and promotes quality clinical standards; understands how to build and establish effective practice cultures; identifies change required, describes reasons for it and engages people in the process of change.
8. Stakeholder partnerships: engages stakeholders, 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

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organisational context to ensure outcomes are achieved; finds innovative solutions to resolve stakeholder issues.

9. Systems thinking: diagnoses trends, obstacles and opportunities for development 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.
10. 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.
11. Integrated practice: engages with all Practice Leaders to support the delivery of the Integrated Practice Framework across The Orange Door. Collaborates with members of the practice stream to provide holistic practice advice to ensure women, children and families are provided with appropriate interventions and holding men to account for their behaviour.

### Capabilities and Personal Attributes

- Demonstrates commitment to social justice and social inclusion and advocates for clients to achieve positive change.
- Demonstrates a strong and ethical commitment to gender equality.
- Leads a culture of respectful relationships and behaviour across the organisation.
- Is truthful and ethical and leads and reinforces expected standards of behaviour at all times.
- Generates ideas and solutions and takes advantage of new and emerging opportunities
- Creates and sustains dynamic and productive relationships to maximise outcomes.
- Maintains a positive approach to change and adapts to new or different ways of working.
- Demonstrates appropriate interpersonal skills, actively participates in all aspects of the role, supports colleagues and values diversity in the team.
- Models and promotes organisational values including self-awareness, self-management and social awareness in communications, problem solving and conflict resolution and promotes Code of Conduct.
- Is aware of relevant legislation and ensures compliance in work practices.
- Openly shares information, participates and contributes to the team to improve client outcomes.
- Shows initiative and looks for ways to work more dynamically.
- Contributes to the development of processes and systems to improve quality of service.

### Organisational Relationships

<b>Supervisor</b>	<b>Manager – Access and Housing</b>
<b>External Liaisons</b>	Sexual Assault and Family Violence Centre, Victoria Police,

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	Corrections Victoria, Wathaurong, Colac Area Health, DFFH Child Protection, Family Safety Victoria and other Community Service Organisations
<b>Stakeholders</b>	All Staff

### Conditions and Remuneration

<b>Salary</b>	This position is classified as an award payment on the Social Community HomeCare and Disability Services Award 2010, Social and Community Services Employee, Level 8, Pay Point 1-3 (\$106,495.48-\$110,679.16). In addition, the package also includes salary sacrifice as per government legislation.
<b>Ordinary Hours</b>	Ordinary hours of work will be worked between agency hours of 8am to 7pm. Work outside of ordinary hours and days will be required with the appropriate penalty rates.
<b>Conditions</b>	Other conditions of employment as per the Bethany Enterprise Agreement.
<b>Travel</b>	Travel will be required to other Bethany offices and across the Barwon South West region and other locations.
<b>Physical Requirements</b>	<ul style="list-style-type: none"> <li>■ Sit at a computer or in meetings for extended periods - Daily</li> <li>■ Work in an open plan office – Daily</li> <li>■ Work on call or after hours - Occasional</li> <li>■ Driving - Occasional</li> <li>■ Outreach home visits – Occasional</li> <li>■ Acknowledging the impact of Covid-19 restrictions, work may include remote access and Working from Home arrangements as required by the organisation</li> </ul>
<b>Right to work in Australia</b>	You must either be an Australian citizen; or have permanent residence status; or an appropriate visa issued by the Department of Immigration and Citizenship that entitles the employee to work in Australia.

### Employee Declaration

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 in this document. Additionally I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

Name:

Signature:

Date: