

POSITION DESCRIPTION

Position	Team Leader- Specialist Family Violence (women's services) Orange Door IEMA
Location	Box Hill
Reports to	Program Manager, Assessment and Response
Direct Reports	Approximately 6
Award/ Classification	SHADS Level 7
Date	April 2021

ORGANISATIONAL CONTEXT

EDVOS is a leading specialist family violence service in Victoria. Our work is focused across seven Local Government Areas including Boroondara, Manningham, Whitehorse, Monash, Knox, Maroondah and Yarra Ranges. Some of our training, education and primary prevention programs are national.

EDVOS is predominantly funded to work with women and children. It is recognised that being female is the biggest risk factor for experiencing family violence. EDVOS acknowledges that family violence can take many forms such as intimate partner violence, child abuse, elder abuse, carer abuse, parental abuse and sibling abuse. Our specialist family violence response services are mostly directed towards women, including women from the lesbian, gay, bisexual, trans and intersex (LGBTI) communities, children, pets and other animals, who are responding to any form of family violence.

EDVOS is committed to assisting all people, regardless of ethnicity, race, religion, sexual orientation, gender identity, age and ability within our community and can also provide access to other family violence services that are most suitable to the individual's unique needs and goals.

EDVOS predominantly employs women, including women from the lesbian, gay, bisexual, trans and intersex (LGBTI) communities, as per the findings of Equal Opportunity exemption H327/2017 and by special measure. This is due to the specialist nature of the work and the services that EDVOS provides to women and children who are responding to family violence in the community. EDVOS actively promotes a safe and inclusive workplace where workers are free from discrimination and are afforded dignity and respect.

EDVOS is a child-focused and child safe organisation and is committed to promoting and protecting the safety and interests of children. This includes the cultural safety of Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds, children who identify as LGBTI as well as children with a disability.

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EDVOS Vision

A community free from family violence, where everyone feels safe.

EDVOS Mission

To take a collaborative and evidence-based approach to supporting those experiencing family violence, whilst also working to prevent family violence before it occurs.

EDVOS Values

- **Equity:** Prioritising the use of resources to address inequities in our society;
- **Accountability:** Responsible for delivering high quality, evidence based services AND; working to ensure perpetrators of violence are held to account for their actions;
- **Collaboration:** Striving to be a valued partner by working collaboratively with others;
- **Respect:** Concern for human rights as well as the experiences and aspirations of others;
- **Innovation:** Displaying resourcefulness and innovation, focusing on positive and sustainable outcomes;
- **Advocacy:** 'Actively speaking and behaving in a way that advances human rights'

ORGANISATIONAL ACCOUNTABILITIES (applicable to all employees)

Occupational Health and Safety (OH&S) and Wellbeing

Comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related OHS procedures and Safe Operating Procedures developed by EDVOS, including to:

- Work in a manner that considers and enhances the health, safety and wellbeing of self and others.
- Report to work fit for duty and not negatively affected by alcohol, drugs, medication or other substances.
- Ensure that all work areas are maintained in a safe condition.
- Identify, report and record all safety hazards, incidents and injuries.
- Participate in OHS training, consultation and communication meetings where required.
- Actively assess, manage and where possible mitigate workplace risk.

Continuous Quality Improvement (CQI)

- Become familiar with and adhere to EDVOS's policies, procedures and Code of Conduct.
- Contribute to or participate in Continuous Quality Improvement (CQI) activities of EDVOS and implement CQI strategies into work practices.
- Attend supervision, job-specific and organisation-wide training, meetings, working groups and conferences as required.
- Be open to new ways of doing things and respond to challenges with innovative ideas and solutions.
- Strive for and promote continuous quality improvement across the organisation.

Diversity

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- Demonstrate respect and acceptance of diversity at all times.
- Interact with EDVOS clients, staff and other stakeholders in a manner that is inclusive, respectful and non-discriminatory.

Respectful Relationships

- Facilitate good, respectful working relationships with EDVOS staff, clients and all stakeholders, internal and external through clear communication and a willingness to work towards the prompt resolution of any concerns.

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POSITION OBJECTIVE

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 Support and Safety Hubs ('Hubs') to operate as an integrated intake and access point 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 accountable through interventions.

The Orange Door brings specialist practitioners together from a range of services to work within an Integrated Practice Framework. These services work together to provide services to victim-survivors of family violence, families in need of support to enhance children's wellbeing, and perpetrators using family violence.

As an EDVOS team leader within The Orange Door, you will provide day-to-day coordination, duty allocation, case consultation and supervision to a team of practitioners responding to incoming referrals. Your role will focus on referrals for victim-survivors of family violence, in the context of the Orange Door's Integrated Practice Framework. Given the multi-disciplinary nature of the Orange Door, your role will include some direction and supervision to practitioners outside of your specialisation, when appropriate and necessary.

POSITION SPECIFIC ACCOUNTABILITIES

- Provide line management of team members including providing effective supervision, task allocation, consultation and development and reviewing of work plans;
- Providing collaborative leadership with the team leader of Outer Eastern Assessment and Response, as well as key Orange Door leaders and EDVOS Senior Management Team;
- Management of HR files, leave requests, payroll and performance management;
- Actively participate in the Senior Management team by participating in meetings and contributing to EDVOS organisational development in line with the strategic agenda;
- Actively participate in Orange Door leadership initiatives and operational development;
- Contribute to collaboration and integration across all EDVOS program areas and the broader service sector;
- Participate in Service Planning and Continuous Quality Improvement in line with relevant legislation;
- Participate in professional development, supervision and reflective practice per organisational requirements;
- Lead teams through change within the organisation and wider sector reforms.
- Support team to undertake client work in line with key family violence and feminist frameworks and underpinning theories;
- Challenge gender and power issues underlying family violence on both personal and social levels including accountability of perpetrators;

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- Manage DHHS portals, databases, rosters, shared emails and calendars in line with team requirements;
- Support team to provide high quality risk assessment and safety planning with women and children;
- Review and approve brokerage within delegation and in line with operational procedures;
- Provide case consultation and direction to staff in direct service delivery;
- Ensure staff in team:
 - Undertake client case notes/records and data collection requirements are recorded electronically in client record management systems, and adhere to organisational policy and procedures with respect to quality standards, privacy and confidentiality;
 - Identify, assess, develop and implement effective risk interventions and referrals in partnership with the client and where relevant, their families in a client-centred, collaborative and consultative manner;
 - Provide holistic, evidence-based interventions with women and their families which reflect their needs whilst aiming to promote independence, resilience and enhanced quality of life;
 - Proactively pursue their own professional development and promote their own resilience and wellbeing.

KEY SELECTION CRITERIA

- A tertiary qualification in Social Work, Psychology, welfare or related discipline.
- Demonstrated understanding of the gendered drivers of family violence and the impact on women and children including the mother/child relationship.
- Demonstrated understanding of the theories and frameworks that underpin direct service practice within a specialist family violence service including risk assessment and safety planning. In particular, strong understanding of feminist frameworks.
- Demonstrated ability to provide leadership, sound supervision and guidance to a team of staff and able to lead reflective practice with team members.
- Demonstrated understanding of team dynamics and the ability to promote collaboration to foster productive working relationships and an understanding of the application of EDVOS values in a team environment and in direct service delivery.
- Demonstrated understanding of the impact of change on teams and organisations as well as an understanding of the role and the complexity of leadership within an organisation.
- Demonstrated ability to identify, analyse and solve problems.
- Experience supporting teams to work effectively with clients from diverse backgrounds.
- Ability to use self-reflection to manage professional challenges.
- Demonstrated competency in all areas of Microsoft Office and the ability to embrace new technology.
- Demonstrated understanding and respect of the Child Safe Standards and child safety principles including the safety of Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds as well as children who identify as LGBTI as well as children with a disability.

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TERMS AND CONDITIONS

Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010; plus the current legislated 9.5% Superannuation contribution. While legislation allows, Salary Packaging is offered with this position.

All offers of employment are subject to a six month probationary period.

Performance reviews are linked to criteria in the position description, individual work plans as well as active demonstration of EDVOS values and organisational accountabilities and responsibilities including child safety and equity and diversity.

All offers of employment are subject to the following:

- Current National Police Record Check (renewed every 3 years).
- International Police Record Check (where required).
- Current Working with Children Check Assessment notice and card valid for Employment.
- A Current Victorian Drivers Licence (where required).
- Eligibility to work in Australia.

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