

## Position Description

<b>Position Title</b>	Integrated Practice Leader
<b>Salary &amp; Conditions</b>	FamilyCare Enterprise Bargaining Agreement
<b>Classification</b>	Level 8.1 – 8.3 ( <i>Dependent on experience</i> ) Social, Community, Home Care and Disability Services Industry Award 2010
<b>Department</b>	Child & Family Services
<b>Work location</b>	Shepparton
<b>Employment type</b>	Ongoing Full time
<b>Position reports to</b>	Formal line management and supervision by Manager, Child & Family Services, FamilyCare Day-to-day support and operational leadership by Hub Manager (The Orange Door)
<b>Performance Review</b>	At three months, then annually thereafter

The Integrated Practice Leader is a practice leadership position in each Support and Safety Hub (The Orange Door).

Auspiced by FamilyCare within the Goulburn Orange Door network, the Integrated Practice Leader will work in collaboration with the Hub Manager, other practice leaders (Senior Child Protection Practitioner/s, the Advanced Family Violence Practice Leader and the Aboriginal Practice Leader), and team leaders to lead the delivery of high quality, safe and effective service responses to Victorians seeking support and services through The Orange Door.

The Integrated Practice Leader will be responsible for driving integrated practice across The Orange Door and providing practice leadership and expert advice to The Orange Door workforce on complex cases requiring an integrated or multi-disciplinary approach. The role will build the capability of The Orange Door workforce to deliver integrated functions and services responding to family violence, child and family vulnerability and functioning, and perpetrator interventions, in line with The Orange Door Service Model and Integrated Practice Framework.

### FamilyCare Vision

FamilyCare works with individuals, families and communities to increase wellbeing, build strengths and encourage optimism. Our vision is strong, resilient families and communities.

FamilyCare is one of regional Victoria's largest and most progressive community service organisations, with offices across five Local Government Areas: Greater Shepparton, Mitchell, Murrindindi, Strathbogie and Moira.

FamilyCare's activities include child and family services, men's services, carer and disability support programs and community development.

### 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 (The Orange Door) 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.

The State-wide concept highlights that the safety of victim survivors and children is The Orange Door's 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 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.

## Role of The Orange Doors

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

## The Orange Door Team

The Orange Doors will bring 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 will be achieved by drawing on the expertise of Community Service Organisations, Aboriginal services and Department of Health and Human Services 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 Family Safety Victoria (FSV) and staff employed by FamilyCare, Primary Care Connect, Nexus Primary Health, Rumbalara Aboriginal Co-operative and Department of Health and Human Services.

## Child & Family Services (CAFS) – Programs and Services

In line with the establishment of The Orange Door in Shepparton (and an access point in Wallan), this new position with FamilyCare will primarily work from the Orange Door location, but will remain connected and involved with the rest of the CAFS programs and with FamilyCare as an organisation. This position will work alongside other roles at FamilyCare, focused on child wellbeing and family violence, and as part of the Child and Family team at FamilyCare.

## Key Performance Responsibilities

### Service Delivery

1. Ensure child wellbeing and safety is at the forefront of team members and immediately report any concerns via the appropriate channels.
2. Leading integrated practice and facilitating decision making by:
  - (a) Providing secondary case consultation and technical input on complex cases
  - (b) Working with Orange Door practice leaders, team leaders and Hub 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 guide integrated practice and track progress
  - (d) Operating with autonomy and accountability in leading integrated clinical practice.
3. Providing specialist and advanced practice leadership and support to practitioners by:

- (a) Leading, mentoring and developing Orange Door staff in case practice
  - (b) Where appropriate jointly managing 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
  - (d) Working in partnership with the other practice leaders, team leaders and other partner agency managers, where appropriate, to foster high quality service
  - (e) Modelling integrated 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
  - (g) Promoting evidence based approaches, as well as continuous improvement in professional practice and the delivery of integrated Orange Door services
  - (h) Providing practitioners with relevant information and access to systems to support safe and effective practice approaches.
4. Building capability of practitioners to deliver integrated functions and services responding to family violence, perpetrator interventions, and child and family development, and functioning in line with the Orange Doors Service Model, Integrated Practice Framework and relevant legislative frameworks (including the *Children, Youth and Families Act 2005* and *Child Wellbeing and Safety Act 2005*).
  5. Providing 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.
  6. Building and maintaining positive relationships with key stakeholders to facilitate a partnership and integrated practice approach.
  7. Managing stakeholders through effective negotiation and influence, and harnessing this network to support clients and ensure effective Orange Door operations.
  8. 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) Coordinating professional development opportunities for The Orange Door workforce, in partnership with Family Safety Victoria, CSOs, DHHS and Aboriginal services coming together to deliver Orange Door services
    - (c) Leading reflective practice for The Orange Doors team
    - (d) Fostering and facilitating practice innovation.
  9. Using the Client Relationship Management System (CRM) for recording, analysis and review of client information.
  10. Participating in the monitoring and delivery of projects to respond to local clinical or integrated practice needs, ensuring they are delivered in accordance with relevant legislation and government regulations and guidelines.
  11. 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.
  12. 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.

## Representation and Advocacy

1. Represent FamilyCare and The Orange Door at appropriate network meetings and other related local forums or meetings.
2. Promote FamilyCare and The Orange Door programs to the wider community, in line with FamilyCare marketing, organisational and regional strategies.

3. Liaise with other relevant community agencies to develop and maintain appropriate working relationships and alliances.
4. Attend internal program and team meetings.

### **Community Development and Education**

1. Increase community awareness regarding issues affecting families and available support services through the provision of information, education and advocacy.
2. Provide specialist consultation to other community agencies and professionals to assist their ability to deliver services to children, young people and families.
3. Promote a broader understanding of relevant State and Federal legislation that impacts upon children and family welfare including the Children, Youth and Families Act 2005 and the Child Wellbeing and Safety Act 2005.
4. Prepare or participate in media initiatives associated with the program.

### **Quality Improvement and Evaluation**

1. Meet occupational health and safety requirements.
2. Ensure that relevant policies and procedures are followed.
3. Participate in regular supervision activities.
4. Identify training needs in consultation with Supervisor and attend professional development as deemed appropriate.
5. Be aware of and meet relevant Quality Management System responsibilities.
6. Participate in relevant evaluation activities.
7. Provide consistent leadership on FamilyCare's responsibilities for children's safety and wellbeing and ensure systems support timely, reliable and appropriate reporting of neglect and abuse.

## **Key Selection Criteria**

### **Knowledge and Skills**

1. Demonstrated ability to work collaboratively to drive cultural change.
2. Expert knowledge and experience working in clinical and social services management roles.
3. Established expertise and capability to lead and embed integrated practice and quality clinical practice.
4. Demonstrated experience in risk assessment and risk management
5. Demonstrated expertise in relevant disciplines, including but not limited to a knowledge of the drivers/causes of family violence, child development, attachment and trauma theories.
6. In-depth understanding of the role of the law and legal system in the context of responding to family violence and vulnerable children and families.
7. Significant experience in building and maintaining stakeholder partnerships.
8. Ability to diagnose trends, obstacles and opportunities in the internal and external environment; in order to inform policy; systems working within the organisation.
9. High level of self-awareness.

### **Personal Qualities**

1. Demonstrated ability to establish and maintain relationships with people at all levels.
2. High level of initiative and accountability.
3. Demonstrated high level of drive and commitment.
4. Demonstrated ability to work in a collaborative team environment.

## Qualifications

- Professional 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 child and family services and/or broader social services sector.
- Demonstrated experience in leading practice within a complex service delivery environment, particularly multi-disciplinary and multi-agency approaches to the provision of services to vulnerable children, families and diverse communities.

## Safety Screening

- Current drivers licence.
- 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.
- A current Employee Working with Children Check (WWCC) card is required.

## Other Information

- Salary packaging is offered within prescribed guidelines.
- All staff and volunteers must abide by a Code of Conduct.
- FamilyCare is committed to:
  - ensuring the safety of children
  - respecting diversity and
  - providing a workplace free from discrimination and harassment.