

Client Support Officer – The Orange Door

The Client Support Officer provides a first point of contact for people accessing the services of The Orange Door (Support and Safety Hub). Operating within the Hub Support Team, the Client Support Officer will respond to face-to-face, electronic and telephone enquiries from members of the public and partner agencies, providing responsive and timely advice and connections to services. The position will work closely with the Hub workforce to address client needs at first contact and provide tailored responses to client enquiries.

The ability to respond effectively and inclusively to clients accessing the services of the Hub, and to demonstrate honesty and integrity in all interactions, underpins success in this role.

Are you

- Committed to providing high quality service delivery to clients?
- Able to communicate sensitively and effectively in complex and challenging situations?
- A high performing team player with a collaborative approach?

Position number	DFFH/FSV/612650 DFFH/FSV/612651 DFFH/FSV/612652 DFFH/FSV/612653
Classification	VPSG 3
Team, Unit	The Orange Door, Inner Eastern Melbourne Area
Work location	Box Hill
Website	www.vic.gov.au/familyviolence
Employment type	Ongoing. Full-time (76 hours per fortnight)
Position reports to	Operational Support Officer, The Orange Door, Box Hill
Further information	Greg Wilkinson, Hub Manager, 0447 513 182
Closing date	20 June 2021

Our Organisation

Family Safety Victoria is the first government agency dedicated to ending family violence. It will deliver key initiatives to help protect, support and identify risk for those impacted by family violence and hold perpetrators to account. We will also coordinate access to services that support vulnerable children and families.

Our vision

To create a future where all Victorians are safe and where children grow up in environments that are built on gender equality and respectful relationships.

Our role

Family Safety Victoria is responsible for leading the development and delivery of key family violence related reforms including:

- establishing and operationalising 17 Support and Safety Hubs 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 (CIP) connecting police, the courts and services to keep victims safe;
- delivering *Building from Strength: 10-Year Industry Plan for family Violence Prevention and Response* and in partnership with the sector, building workforce capacity and capability;
- leading engagement with sector, victim survivors, diverse communities and the Victorian community as a whole across all reforms and initiatives we deliver.

We are working 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 make sure victim survivors remain at the heart of these changes, and that services are safe, accessible and culturally appropriate.

At Family Safety Victoria, 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 statewide and area level.

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

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.

Hubs will bring together different workforces and practices to create an integrated Hub team and a consolidated intake point in each Hub 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 Services Organisations 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 Hubs Team will include a mix of staff employed by Family Safety Victoria and staff employed by Community Services Organisations, Aboriginal services and Department of Families, Fairness and Housing. For each launch site the size of the team will vary to reflect the local needs.

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 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 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 a network of Support and Safety Hubs (Hubs) across all 17 Department of Health and Human Services (DHHS) areas (now overseen by DFFH). The Hubs will be central to Victoria's approach to addressing both family violence and ensuring child safety and wellbeing. The Hubs 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 Hubs and how the Hubs will contribute to the vision and aspirations of Victoria's Plan for Change and Roadmap for Reform. It outlines what the Hubs will deliver across the state as part of the future service system; the approach government is taking, and a number of principles for the design of the Hubs.

The Statewide Concept highlights that the safety of victim survivors and children will be the Hubs' 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.

Hubs will be accessible, safe and welcoming to people, providing quick and simple access to the support and safety they need. The Hubs will engage perpetrators and plan interventions to hold them to account.

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

The Victorian Government has committed to the establishment of The Orange Door in all 17 DFFH Areas by the end of 2022.

Given the phased approach to implementing the Hubs and the evolving nature of the design process, certain elements of this service model may change over time. The role and operations of the Hubs will not be static or fixed at one point in time. Just as the practice of the Hubs will be informed by emerging needs and evidence, and firmly embedded with the principle of continuous improvement, the design and implementation of the Hubs 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.

Accountabilities

Operating at value range 1, you will:

1. Support the Hub Manager and broader Hub workforce in delivering client-focused objectives as aligned with strategic policy directions for Family Safety Victoria.
2. Competently and sensitively prioritise tasks to provide optimal service delivery to clients.
3. Exercise advanced interpersonal communication skills in response to diverse presentations of client needs, including sensitivity to changes in behavioural presentation and indicators of risk and aggression.
4. Provide a clear description of the services provided by the Hub, and provide timely and up-to-date information, in response to phone, e-mail and face-to-face enquiries.
5. Identify client pathways within the internal Hub environment, and support client access to the relevant services and team members.
6. Actively develop and maintain effective working relationships across the Hub workforce.
7. Respond effectively to ensure that Aboriginal people receive culturally appropriate services that meet their needs.
8. Respond effectively to clients from diverse communities to ensure an inclusive and responsive approach.
9. Comply with OH&S and emergency procedures, in line with the Operational Guidelines and procedural frameworks.
10. Provide administration support, including ascertaining and maintaining client information, stakeholder and community service organisation communication, and general clerical duties.
11. Keep accurate and complete records of work activities in accordance with legislative requirements and the Victorian Government's records, information security and privacy policies and requirements.
12. 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 the Victorian Government's occupational health and safety (OHS) policies and procedures.
13. Demonstrate how the actions and outcomes of this role and work unit impact clients and the department's ability to deliver, or facilitate the delivery of, effective support and services.

Operating at value range 2, you will:

1. Provide guidance for others in the work area and/or related areas.
2. Identify and apply developments within professional field to problem solving within the work area.
3. Conduct aspects of more complex projects under direction.

Selection criteria

Knowledge and skills

1. Communication: ability to establish working relationships with stakeholders, clients and other service providers; ability to respond sensitively and effectively to clients presenting difficult behaviours; is able to apply active listening skills and de-escalation strategies.
2. Self-management: accepts responsibilities for own actions; focuses on the most important goals; has a realistic and balanced view of own strengths and weaknesses; recognises own feelings and personal prejudices and understands why they occur.
3. Customer Service: provides high quality, supportive and effective service delivery; is committed to delivering a positive client experience; represents a professional image and standard; ability to provide accurate and up-to-date information to clients and stakeholders.
4. Responsiveness: is able to quickly identify options and reach an informed conclusion; actively seeks out solutions and pathways to improve client outcomes and service experience; is motivated to stay informed about the local Hub workforce, the wider organisation, and relationships to the broader service system.
5. Planning and Organisation: demonstrates competent administration and organisational skills, including database entry and records maintenance; takes an organised, methodical approach to work; holds work to a high standard and pays close attention to detail.

Personal qualities

6. Empathy and reflectiveness: can quickly establish a natural rapport with a range of people; understands the experiences, feelings, and viewpoints of others; is aware of own strengths and limitations, and of the impact that their conduct has on others.
7. Integrity: committed to the public interest; operates in a manner that is consistent with the organisation's code of conduct; inspires trust by treating all individuals fairly.
8. 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.
9. Initiative and accountability: proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions.
10. 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.

Specialist expertise

- Demonstrates an understanding of the complex nature of family violence including the gendered nature of family violence, as well as sensitivity to the behavioural outcomes of experiences of violence and trauma.
- Experience working from a child centred approach, and more broadly working with vulnerable people in a service delivery environment.

Pre-employment screening

- All appointments require reference checks, national criminal records checks and pre-employment misconduct screening. Some positions also require a Working with Children Check and screening through the Disability Worker Exclusion List.
- Applicants who have, in the last 10 years, lived overseas for 12 months or longer in one country must provide an international police check from the relevant overseas police agency. Applicants can obtain a check through an organisation providing international police checks via an internet search.
- Pre-employment checks may include checking whether an applicant's name is on the Disability Worker Exclusion List maintained by the Disability Worker Exclusion Scheme unit. The Disability Worker Exclusion List includes names of persons unsuitable for employment as a disability support worker in a disability residential service provided, funded or registered by the Department of Families, Fairness and Housing.'

Conditions and benefits

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

Employees of FSV 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

FSV promotes diversity and equal opportunity in employment. FSV welcomes applicants from a diverse range of backgrounds and experiences, including Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse (CALD) backgrounds, LGBTI, people with disability, as diversity and inclusion drives our success.

Other relevant information

For further information visit 'About the Department' on Department of Families, Fairness and Housing <<https://www.vic.gov.au/dffh/about-us>>.

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For enquiries regarding the position please phone the contact on the position description. If you experience difficulties in applying online, please contact HR Services via email at HRServices@dffh.vic.gov.au

DFFH values the contribution of all employees and fair and equitable treatment of all people is integral to all activities. As such, the DFFH offers reasonable adjustments for applicants with disabilities on request.