

Position Description

Program or Function name:	Family Services
Role Title:	Orange Door, Team Leader
Award Classification: (If relevant)	SCHADS level 7
Location:	Orange Door, Frankston
Employment Status:	Full time - ongoing
Reports to:	Program Manager, Family Services

OzChild

Founded in 1851, OzChild support vulnerable children and young people by providing healing, preventing abuse and neglect, and strengthening families.

It is our goal to see that all children and young people are safe, respected, and nurtured, and reach their full potential.

Child Safety

We are committed to protecting children and young people from all forms of abuse, bullying, exploitation and neglect, and to creating environments in all our programs and services where children are safe and feel safe.

We are committed to listening to children and addressing any concerns they raise with us. OzChild will treat all allegations of child abuse very seriously. We will report all allegations in compliance with incident reporting, mandatory reporting and reportable conduct requirements.

All OzChild People are required to support this commitment to child safety, and to behave appropriately towards children at all times.

Role Purpose Summary

As part of the recommendations of the Royal Commission and the Roadmap for Reform was to establish a network of Support & 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.

Bayside Peninsula Support and Safety Hub was launched in May 2018 as one of the first five sites with Support and Safety Hubs now known as the Orange Door. The Orange Door looks to mobilize the service system to work with women, children and families and support their needs and their goals. The Orange



Doors has close connections to the community and universal services to help identify needs and intervene earlier, not only responding at crisis point after significant damage has been done.

The Orange Doors 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 brings together different workforces and practices to create an integrated Hub 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 is achieved by drawing on the expertise of CSOs 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 includes a mix of staff employed by FSV and staff employed by CSOs, Aboriginal services and DFFH.

In doing so, the position will support the OzChild Way behaviours and accountabilities as follows:

- **We deliver evidence-based services:** Utilise your professional knowledge and skills to monitor, review, develop and maintain policy, procedure, practices and guidelines that supports the accurate and timely completion of processes and reporting to support our Service Delivery and Program Teams.
- **Our customers determine our success:** Support and continually develop and enhance networks within OzChild and the capability of our Service Delivery and Program Teams to support the effective delivery of high quality services to children and young people, their families and to carers/volunteers.



- **We deliver innovative solutions:** Engage others in the development of functional plans, tactics and activities to support innovation in services and achieve the desired outcomes articulated in the OzChild Strategic Plan.
- **We set each other up for success:** Support collaboration with internal and external stakeholders and directly support your team and the Service Delivery and Program Teams by providing the necessary guidance, development, and tools for people to achieve success in their roles.
- **I learn, adapt, grow, and embrace my cultural competence:** Demonstrate a willingness and energy for personal learning, adapt to and embrace change, and develop your cultural competence.

Position Specific Responsibilities

- Employed by OzChild within the Orange Door network, the Orange Door Team Leader will work as part of a multidisciplinary team to deliver high quality, safe and effective responses to Victorian women, children and families seeking support and safety through the Orange Door and keep the perpetrator in view. Team Leaders in the Orange Door will:
- Provide day to day operational management and leadership to Orange Door Practitioners within the Bayside Peninsula Orange Door.
- Support the delivery of a high quality intake, assessment, crisis response, planning and referral service to women and children who have experienced family violence, vulnerable children and families and perpetrators of family violence.
- Oversee the delivery of high quality, coordinated service and outcomes to vulnerable families and children consistent with the Integrated Practice framework.
- Contribute to the provision of effective service responses to perpetrators of family violence in order to hold them accountable for their actions and change their behaviour.
- Develop staff rosters and management of workloads.
- Handle client information in accordance with the Family Violence and Child Information Sharing Schemes (FVISS), (CISS) information security and privacy policies and requirements.
- Participate in training and development activities designed to build capabilities to work effectively in the Hub environment.
- Share integrated service approaches and learnings with members of the Orange Door team and with employing agency.
- Contribute to team and program plans, in collaboration with other Orange Door Team Leaders, practice leaders and partner organisations.
- Provide formal supervision and performance development and management as per home agency requirements to the OzChild Orange Door practitioners.

Key Job Relationships

Internal

- Colleagues/Orange Door/Family Services staff
- Team Leaders/Managers
- Clients

External

- DFFH (Child Protection)
- Community organisations
- Other professionals



Qualifications

Essential

- A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and/or related tertiary qualification relevant to Child & Family Welfare.

Screening and Licences

- OzChild conduct interviews, reference checks and ensure the completion of satisfactory safety screening including National / International Police Check and Working with Children Checks relevant to the State or Territory that employment and undertaking of position occurs.
- Must be able to drive, provide and maintain a valid Drivers' Licence and have access to reliable transportation.

Skills and Experience

- Demonstrated leadership capacity.
- Experience working in a leadership role within the family violence, family services, child protection or related context.
- Demonstrated flexibility and capability to work effectively in a changing environment
- Ability to lead multi-disciplinary multi agency team of Orange Door practitioners recognising individual strengths, needs and areas for development.
- Well-developed interpersonal skills and an ability to work collaboratively in all professional relationships
- Demonstrated well developed organisational and administrative skills, including ability to effectively manage time and competing priorities.
- Demonstrated ability to work both independently and as member of a high functioning multi-disciplinary team, both within the Orange Door team and connection to the OzChild Family Services team
- Familiarity with the key underpinning legislation including the Children, Youth and Families Act, Family Violence Act, Privacy Act
- Ability to develop and implement systems to ensure timely and accurate data collection and reporting.
- Demonstrated ability to apply performance management processes to achieve positive outcomes.
- Demonstrated ability to provide high quality, strength based, reflective supervision to staff.

Mandatory Training

All employees of OzChild are required to complete Mandatory Training and Program Specific training upon commencement of employment and complete refresher training as required.

Organisational Responsibilities

- Demonstrated ability to work as part of, and contribute to, a person-centred team.
- Facilitate effective working relationships with key stakeholders and functions of OzChild to enhance outcomes for clients, their families and other people significant to the client.



- Undertake all interactions with others in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity.
- Ensure Child Safety standards are understood and adhered to.
- Attend related meetings, workshops, conferences and training as required.
- Ensure privacy and confidentiality are upheld at all times.
- Be familiar and comply with OzChild’s Code of Conduct, policies, procedures and other work instructions as updated from time to time.
- Represent OzChild in a positive manner internally and externally including forums, meetings and training.
- Assist in the development of continuous improvement and service accountability initiatives as needed.

People Leader Responsibilities

- Ensure they comply with OzChild’s Code of Conduct, policies and procedures;
- Model behaviours and demonstrate commitment to foster an environment and conditions that motivate OzChild People to strive to achieve their full potential and contribute to the achievement of OzChild’s strategic objectives;
- Build on the capability and excellence of our workforce through proactive recruitment, advancement and retention strategies;
- Demonstrate fairness, transparency and accountability in decision making;
- Clearly articulate the expectations and ensure understanding by those OzChild People that report to them and their teams;
- Support and implement initiatives to enhance flexibility, inclusiveness and diversity, respect differences and foster an environment and relationships that are safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination;
- Educate and support OzChild People to ensure compliance with our code of conduct and commitment to cultural awareness and child safety;
- Through formal and informal engagement, dialogue, process and procedures, constructively and proactively enhance the performance of OzChild People that report to them and their teams;
- Ensure the individual career goals and personal aims of OzChild People are identified, promoted and their achievement supported;
- Provide training and development opportunities to OzChild People that report to them and their teams to ensure they have the necessary qualifications, skills, certificates and clearances to meet the requirements of their position;
- Acknowledge and celebrate behaviour and achievement of OzChild People that advances and improves organisational performance and OzChild’s reputation;
- Foster the use of technology and new ways of working to enhance collaboration, effectiveness and outcomes;
- Ensure the safety and foster initiatives to enhance well-being; of self and others;



- Develop and maintain effective and constructive communication with OzChild People and other persons;
- Delegate effectively, and coach and mentor OzChild People;
- Treat any reports of or complaints of unfair treatment, discrimination, harassment and/or bullying sensitively and in accordance with OzChild policies and procedures; and
- Ensure they and the OzChild People that report to them and their teams have the necessary procedures, tools, systems and infrastructure to support OzChild People.

Safety and Wellbeing Responsibilities

Comply with the requirements of relevant legislation and related policies and procedures developed by OzChild which is not limited to but does include:

- Implement OzChild’s policies and procedures, observing all legislative requirements and monitoring / reviewing safety and wellbeing performance within their area of responsibility;
- Demonstrate commitment to safety and wellbeing through participation in formal and informal monitoring, discussions, workplace inspections and audits, and including safety and wellbeing as an agenda item in program or area of responsibility meetings;
- Participate in the resolution of safety issues within their program or area of responsibility;
- Report all work health and safety breaches, hazards and incidents, and assist with actions to reduce and eliminate risks Investigate all Incidents and/or Hazards within their program or area of responsibility.
- Engage with their Safety and Wellbeing Representative/s within their program or area of responsibility;
- Ensure the physical and psychological health and wellbeing of OzChild People is promoted and supported through programs and initiatives designed to enhance OzChild People wellbeing;
- Embed a culture whereby OzChild People are encouraged to discuss safety and wellbeing issues and concerns in a transparent and open manner;
- Provide such information, instruction, education and supervision for OzChild People that will enable them to perform their work in a safe manner and adopt behaviours that enhance the wellbeing of self and others;
- Initiate actions to improve safety and wellbeing within their program or area of responsibility;
- Participate in safety and wellbeing training and ensure OzChild People in their program or area of responsibility also participate in training obligations as required;
- Report any work related or non-work related injury or illness;
- Support return to work programs to facilitate safe and durable return to work for OzChild People, where possible, for both work related and non-work related Health Condition/s.

Responsibilities stated herein reflect the primary functions of this job and should not be construed as an exhaustive list of duties. They may vary or be amended from time to time without changing the roles level of responsibility.



I have read and understood the position description.

Team Member Name:

Team Member Signature:

Date:

Click here to enter a date.

