

## POSITION DESCRIPTION

<b>Position</b>	Team Leader -Assessment and Response (Orange Door)
<b>Location</b>	Ringwood and Outer Metropolitan Orange Door Croydon
<b>Reports to</b>	Program Manager, Assessment and Response
<b>Direct Reports</b>	Approximately 5-7
<b>Award/ Classification</b>	SCHADS Level 7
<b>Date</b>	September 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.

Due to the specialist nature of the work, 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. EDVOS actively promotes a safe and inclusive workplace where workers are free from discrimination and are afforded dignity and respect.

EDVOS is a 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’

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### ORGANISATIONAL ACCOUNTABILITIES (applicable to all employees)

<b><i>Occupational Health and Safety (OH&amp;S) and Wellbeing</i></b>
<p>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:</p> <ul style="list-style-type: none"> <li>• Work in a manner that considers and enhances the health, safety and wellbeing of self and others.</li> <li>• Report to work fit for duty and not negatively affected by alcohol, drugs, medication or other substances.</li> <li>• Ensure that all work areas are maintained in a safe condition.</li> <li>• Identify, report and record all safety hazards, incidents and injuries.</li> <li>• Participate in OHS training, consultation and communication meetings where required.</li> <li>• Actively assess, manage and where possible mitigate workplace risk.</li> </ul>
<b><i>Continuous Quality Improvement (CQI)</i></b>
<ul style="list-style-type: none"> <li>• Adhere to EDVOS's policies, procedures and Code of Conduct.</li> <li>• Contribute to or participate in Continuous Quality Improvement (CQI) activities of EDVOS and implement CQI strategies into work practices.</li> <li>• Actively participate in supervision, job-specific and organisation-wide training, meetings, working groups and conferences as required.</li> <li>• Be open to new ways of doing things and respond to challenges with innovative ideas and solutions.</li> <li>• Strive for and promote continuous quality improvement across the organisation.</li> </ul>
<b><i>Diversity</i></b>
<ul style="list-style-type: none"> <li>• Demonstrate respect and acceptance of diversity at all times.</li> <li>• Interact with EDVOS clients, staff and other stakeholders in a manner that is inclusive, respectful and non-discriminatory.</li> </ul>
<b><i>Respectful Relationships</i></b>
<ul style="list-style-type: none"> <li>• 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.</li> </ul>

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### POSITION OBJECTIVE

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.

#### About the Orange Door:

A key recommendation of the Royal Commission into Family Violence 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 strongly focused on perpetrator accountability, working with the system and engaging perpetrators of family violence to hold them accountable for their actions and changing their behaviour. The Orange Door brings specialist practitioners together from a range of services to work within an Integrated Practice Framework. As a partnership, these services work together in an integrated way to provide an accessible, safe and welcoming service that provides quick and simple access to support for:

- Adults, children and young people who are experiencing family violence
- Families who need support with the care and wellbeing of children and young people
- Perpetrators of family violence.

### POSITION SPECIFIC ACCOUNTABILITIES

- In collaboration with other team leaders and partners, contribute to the development and implementation of a trauma informed, quality, integrated services for vulnerable women, children and families, including those who have experienced family violence
- Provide collaborative leadership across The Orange Door and EDVOS participating in meetings and contributing to organisational/Orange Door development in line with the strategic agenda
- Provide leadership, guidance and line Management to the team, including management of performance
- Contribute to development of team and program plans, in collaboration with other hub Team Leaders, practice leaders and partner organisations where required
- Lead teams through change within the organisation and wider sector reforms.
- Challenge gender and power issues underlying family violence on both personal and social levels including accountability of perpetrators;
- Support team to undertake client work in line with key family violence and feminist frameworks and underpinning theories;
- Support team to provide high quality risk assessment and safety planning with women and children Management of HR files, leave requests, payroll and performance management;
- Provide case consultation and direction to staff in direct service delivery
- Review and approve brokerage within delegation and in line with operational procedures;

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- 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.
- Actively participate in Service Planning and Continuous Quality Improvement in line with relevant legislation;
- Demonstrate commitment to own learning and development, including active participation in
- supervision and training
- Manage DFFH, FSV portals, databases, rosters, shared emails and calendars in line with team requirements;

### KEY SELECTION CRITERIA

- A qualification or relevant experience in line with the minimum mandatory qualification requirements for specialist family violence practitioners and, where required, a willingness to work towards the minimum qualifications (*\*please see section 'Minimum Mandatory Qualification requirements'*).
- Demonstrated understanding of the gendered drivers of family violence and the impact on women and children.
- Sound understanding of the theories and frameworks that underpin direct service practice within a specialist family violence in particular, strong understanding of feminist frameworks.
- Experience working in a leadership role in family violence ( or related sector e.g. Family services, child protection) with the ability to provide sound leadership, supervision and guidance to a team of staff and actively lead reflective practice with team members.
- Ability to lead a multi-disciplinary and multi-agency team of hub practitioners, recognizing individual strengths, needs and areas for development
- Ability to assess, respond to and develop strategies to mitigate risk from a client, staff and organisational perspective
- Demonstrated ability to provide active leadership and lead by example in an environment of innovation and change, whilst also managing competing demands
- Demonstrated ability to identify, analyse and solve problems.
- Excellent communication skills with experience working effectively and collaboratively with partner organisations and internal and external stakeholders whilst showing a strong appreciation and respect towards the diverse groups and cultures that exist within the community in which EDVOS operates.

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- 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.
- Ability to demonstrate a high level of emotional intelligence and self-reflection to manage professional challenges.
- Demonstrated competency in use of technology, data and reporting. This includes sound familiarity with Microsoft Office as well as the ability to adapt to new technology and develop/implement systems to ensure timely and accurate data collection and reporting.

### 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 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 is required for this position.
- Eligibility to work in Australia.

#### \*Minimum mandatory qualification requirements

As per the minimum mandatory qualification requirements via <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners> all candidates wishing to apply for this role must be able to demonstrate that they:

- Are considered EXEMPT under the policy or;
- Hold a Bachelor of Social Work or other equivalent qualification or;
- Have a minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements or;
- Hold significant cultural knowledge and experience or lived experience, and have faced barriers to educational pathways.

Please note that candidates wishing to enter the specialist family violence workforce via a related qualification or 5 years related professional experience pathway, OR the significant cultural knowledge and experience or lived experience pathways will be required to work towards an equivalent qualification within specified timeframes (as per the mandatory minimum qualifications policy).

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