

Position Description

Program or Function name:	Family Services
Role Title:	Orange Door Practitioner
Award Classification: (If relevant)	SCHCADS
Primary Office Location:	Orange Door Frankston
Employment Status:	Full time
Reports to:	OzChild Orange Door Team Leader

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

The purpose of the position is to create a future where all Victorians can enjoy safe and respectful personal and family relationships, where children grow up in families that value their health, development and wellbeing.

A key recommendation of the Royal Commission and the Roadmap for Reform was to establish a network of Support and Safety Hubs (Orange Doors) across Victoria.

Orange Doors will support vulnerable families who need help with the wellbeing and development of their children and help women and children experience family violence. The Orange Door will support the



agency of women, children and families, to ensure that the services they receive meet their needs and their goals.

The Orange Door will help to maintain a focus on perpetrators, so the risk they pose can be assessed, and they are held to account for their behaviour.

The Orange Door team 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 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
 - Deliver other relevant services as appropriate, such as those delivered by Aboriginal services

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

- Provide support for women, children, young people and families experiencing family violence, perpetrators of family violence and families in need of support with the care, development and well-being of children.
- Deliver screening and triage, assessment, crisis responses, service planning, targeted interventions, allocation and coordinated referrals consistent with the Integrated Practice



Framework, Operational Guidelines, Service Specifications and relevant risk assessment tools and frameworks.

- Deliver services and support via phone, within the Orange Door and outreach at client's home or other sites.
- Identify, assess and prioritise risk and needs of women and children, families and perpetrators, drawing on the expertise of different practitioners in a multi-disciplinary team.
- Work collaboratively with the Orange Door team to support integrated risk assessment and planning.
- Recognise and identify limits of own expertise and when to seek advice or refer client to specialist Orange Door or Practice Leaders to ensure safe practice.
- Identify when a Central Information Point (CIP) request is required and refer request to the Advanced Family Violence Practice Leader.
- Submit requests with Orange Door Team Leader for allocation into core services for clients.
- Apply for brokerage on behalf of clients in accordance with Brokerage Guidelines.
- Navigate the broader service system for clients by referring clients to services and providing clients with information and support.
- Record client information accurately on the Orange Door Client Relationship Management (CRM) system.
- Handle client information in accordance with the Family Violence Information Sharing Scheme (FVISS) and Child Information Sharing Scheme (CISS), information security and privacy policies and requirements.
- Participate in training and development activities designed to build capabilities to work effectively in the Orange Door environment.
- Share integrated service approaches and learnings with members of the Orange Door team and with employing agency.
- Contribute to the review, development and implementation of systems, policies and procedures to build and enhance the Orange Door service model.
- Participate in formal supervision and performance development and management as per home agency requirements.:
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 - Deliver screening and triage, assessment, crisis responses, service planning, targeted interventions, allocation and coordinated referrals consistent with the Integrated Practice Framework, Operational Guidelines, Service Specifications and relevant risk assessment tools and frameworks.
 - Deliver services and support via phone, within the Orange Door and outreach at client's home or other sites.
 - Identify, assess and prioritise risk and needs of women and children, families and perpetrators, drawing on the expertise of different practitioners in a multi-disciplinary team.
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Key Job Relationships

Internal

- Line management
- Team members

External

- Clients and families

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

- Extensive experience in working with families and children experiencing complex needs and risk issues in any of the following services areas: Family Services, Family Violence, Child Protection, Intake and Assessment and/or other services working with vulnerable families and children.
- Sound knowledge and experience working within theories including systems, trauma informed, family violence and strengths based.
- Demonstrated ability to conduct comprehensive safety and wellbeing assessments and work within the 'Best Interests Principles' outlined within the Children, Youth and Families Act 2005 and make sound recommendations for further support.
- Demonstrated ability to develop and maintain strong collaborative relationships and partnerships with key stakeholders.
- Excellent written, communication, organisational and time management skills.
- Proficiency in using computers and data bases.

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 good working relationships with all services of OzChild, the clients, their families and other people significant to the client.
- Undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity.
- Attend client, employees related meetings, workshops, conferences and training as required.
- Ensure privacy and confidentiality are upheld at all times.
- Be familiar and comply with OzChild policies, procedures and other work instructions as updated from time to time.
- Represent OzChild and our services in a positive manner at forums, meetings and training with external agencies.
- Assist in the development of continuous improvement and service accountability initiatives as needed.

OzChild People Responsibilities

- Ensure compliance with OzChild's Code of Conduct, policies and procedures, and commitment to cultural awareness and child safety;
- Demonstrate commitment to 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;
- Participate in and complete all mandatory training, and participate in other training and development opportunities to ensure they have the necessary qualifications, skills, certificates and clearances to meet the requirements of their position;



- Embrace and utilise technology and new ways of working to enhance collaboration, effectiveness and outcomes;
- Ensure the safety and well-being of self and other;
- Work together as a team and encourage and support others within their team;
- Speak up, and making it clear when behaviour is unacceptable;
- Support those who are affected by breaches of policy or procedure and encouraging them to take action;
- Raise concerns and or complaints in a constructive manner, including identifying possible solutions.

Safety and Wellbeing Responsibilities

- Assume accountability for safety and wellbeing for self and others;
- Undertake all duties safely and in accordance with applicable policy, procedures and processes;
- Participate in safety and wellbeing consultative forums and contribute ideas to improving safety and wellbeing;
- Where appropriate, participate in workplace safety and wellbeing training, programs and initiatives;
- Report all work health and safety breaches, hazards and incidents, and assist with actions to reduce and eliminate risks.;
- 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.](#)

