POSITION DESCRIPTION

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| **Position Title** | Support and Safety Hub Team Leader |
| **Program** | The Orange Door (NEMA Support and Safety Hub) |
| **Employment Status** | Full time |
| **Tenure** | Fixed term for 1 year |
| **Classification** | Kids First Australia and Australian Services Union (ASU) Enterprise Agreement 2019 – Level 7 |
| **Position reports to** | Child and Family Manager – Orange Door |
| **Location** | The Orange Door NEMA (Heidelberg based; Wurundjeri Country) |

Kids First is a child and family services provider and early years education specialist. We have proudly been at the heart of community care in Victoria since 1896.

Our proud history is matched with a progressive mindset as we continually deliver Australian-first and sector leading programs designed to strengthen family relationships, support healing and recovery from trauma and set children up for brighter futures.

We nurture an inclusive and rewarding culture that attracts and retains talented people, bound to a common purpose. Built on our legacy of more than 120 years of community service, we actively support our people to make a significant difference to the lives of children and families. Every. Single. Day

Kids First is a child safe organisation and is committed to maintaining a child safe environment for children and young people who access our services.

As an Equal Opportunity employer, we respect and value diversity and inclusion. We welcome everyone to apply, regardless of age, ethnicity, cultural background, gender, sexual orientation, religious affiliation, and physical ability. Reasonable adjustments will be made for people with disabilities where operationally viable.

## Our Vision

All children and young people thrive in resilient, strong and safe families and communities.

## Our Values

Our HEART values encapsulate the way we work together and partner with children and families to bring positive and sustainable outcomes.

**Hope**

We believe that change is possible and achievable

**Empowerment**

We build on people's strengths and support their ability to make positive changes in their lives

**Accountability**

We are open and transparent in everything we do

**Respect**

We value all people

**Trust**

We act in an ethical, inclusive, professional and open manner

## Position Purpose

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.

One of the key recommendations of the Royal Commission and the Roadmap for Reform was to establish a network of Support and Safety Hubs (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 the services they need to feel safe and supported.

The Orange Door accepts referrals from a range of services and professionals including L17 Police referrals, Child Protection, Community referrals (i.e. maternal child health, hospitals, schools, mental health services) and self-referrals via phone or walk-in.

Family Safety Victoria (FSV) oversees the operations of the Orange Door and provides leadership, facilitation, oversight, and infrastructure management in collaboration with the Hub Leadership Group and Operational Leadership Group.

The primary purpose of the Support and Safety Hub Team Leader is to lead a multi-agency team of highly skilled practitioners to deliver consistent, evidenced informed practice that responds to the needs of women, children and young people who are affected by family violence, child wellbeing and other social issues.

## Organisational Relationships

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| Supervisor | Child and Family Manager – Orange Door |
| Direct Reports | Support & Safety Hub Practitioners & Senior Hub Practitioners |
| Internal Relationships | • Chief Executive Officer<br>• Executive Team<br>• Direct Reports<br>• All staff<br>• Partnering organisations within the Orange Door |
| External Relationships | • Key Stakeholders including, government, corporate, community and fundraising/ philanthropic stakeholders.<br>• Professional networks. |

## Key Responsibilities

### Leadership

- Lead a team of multi-agency practitioners to deliver high quality, safe, and effective service responses for women and children seeking support through the Orange Door.
- Provide case allocation, consultation and closure endorsement and general case support to hub practitioners.
- Coordinate rosters, staffing and resources.
- Meet team service delivery performance and data reporting requirements.
- Foster excellent working relationships with internal and external stakeholders
- Ensure Kids First values are reflected within the culture of the hub.
- Ensure that child safety practices are embedded within the Hub.
- Hold a supervision portfolio of Kids First staff

Service delivery

- Lead a team to deliver screening, triage, assessment, crisis responses, service planning, targeted interventions, allocation and coordinated referrals consistent with the Integrated Practice Framework, Operational Guidelines, and relevant risk assessment tools and frameworks including MARAM and Best Interests Framework.
- Prioritise the safety of victim survivors and children using a gendered understanding of family violence and an understanding of child and family vulnerabilities.
- Play an active role in keeping perpetrators of family violence in view and holding them accountable through gathering and sharing information with key agencies.
- Make an active commitment to the development of an integrated working environment and the maintenance of a cohesive multi-agency team through active participation in staff meetings, team meetings, supervision, and practice discussions.
- Participate in training and development activities designed to build capabilities to work effectively in the Hub environment.
- Participate in formal supervision, and yearly agency performance development reviews.
- Perform other duties as requested by the Child and Family Manager and/or Orange Door Hub Manager.

Administration

- Comply with data entry requirements and maintain concise, accurate case records.
- Apply for brokerage of behalf of clients in accordance with Brokerage Guidelines for approval by the Integrated Practice Leader.
- Handle client information in accordance with the Family Violence Information Sharing Scheme (FVISS), Child Information Sharing Scheme, and relevant privacy policies and requirements.
- Other duties as required.

Quality and Risk Management

OHS

- All Kids First employees have a personal responsibility to work safely and to abide by the legislation, rules and established safe work practices that govern safety in the workplace.

## Capability Framework – key selection criteria

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| Formal Qualifications | A relevant tertiary qualification in Social Work, Psychology, and/or related tertiary qualifications relevant to Child and Family Welfare |
| Skills & Experience | • Excellent people management capabilities, including experience in providing supervision, coaching and feedback to staff.<br>• Demonstrated ability to lead a high performing team that achieves Key Performance Indicators and client outcomes.<br>• Extensive experience working with families and children experiencing complex needs and risk issues in any of the following areas: Family Services, Child Protection, family violence, and/or other services working with vulnerable families and children.<br>• Demonstrated ability to conduct comprehensive safety and wellbeing assessments, make sound recommendations for further support and work within the Best Interests Principles outlined within the Children, Youth and Families Act 2005.<br>• Sound knowledge and experience working within theories including systems trauma informed, and strengths based.<br>• Demonstrated commitment to working collaboratively internally, with partners and stakeholders. |

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| | • Excellent written, communication, organisational and time management skills.<br>• Demonstrated ability to flexibly manage competing priorities, monitoring own stress levels, and practicing and promoting self-care.<br>• Proficiency in using computers and data bases. |
| Other Selection Criteria | • Current Victorian Working with Children Card.<br>• Willingness to undertake a Police Check.<br>• Evidence of Covid-19 vaccination.<br>• Current driver's licence.<br>• A good understanding of or willingness to learn about Aboriginal culture, values and protocols and a demonstrated capacity to work in a culturally informed and respectful manner. |

## Inherent Physical and Psychological Demands

| Activity | Frequency – Daily Regular Occasional |
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| Office-based work | Daily |
| Managing competing priorities | Regular |
| Computer based activities (including phone work) | Daily |
| Interact with client who could display verbally or physically challenging behaviours | Occasional |
| Exposure to families that experience family violence | Regular – daily |
| Driving | Regular |
| Walking, climbing stairs, bending | Stairs – daily |