

<b>Position title</b>	Integrated Practice Leader		
<b>Position holder</b>	Vacant		
<b>Program</b>	Orange Door		
<b>Funded by</b>	Department Families, Fairness and Housing (DFFH)		
<b>Based at location</b>	Horsham		
<b>Responsible to</b>	<ul style="list-style-type: none"> <li>• Orange Door Team Leader</li> <li>• Manager Family Violence Services and Healthy Communities</li> <li>• General manager People and Community Support</li> <li>• Chief Executive Officer</li> <li>• Hub Manager</li> </ul>		
<b>Direct reports</b>	<ul style="list-style-type: none"> <li>• Orange Door Practitioners</li> </ul>		
<b>Award</b>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017		
<b>Classification</b>	Level 8 Pay Point 1		
<b>Hourly rate</b>	\$55.05039	<b>Annual</b>	\$108,780
<b>Status</b>	Full time		
<b>Hours per week</b>	38		
<b>PD last updated and approved by CEO</b>	January 2022		

### Position summary

The Integrated Practice Leader is a practice leadership position in each Support and Safety Hub (The Orange Door).

Auspiced by Grampians Community Health within The Orange Door network, the Integrated Practice Leader will work in collaboration with the Hub Manager, other practice leaders and team leaders to lead the delivery of high quality, safe and effective service responses to Victorians seeking support and services through The Orange Door.

The Integrated Practice Leader will be responsible for driving integrated practice across The Orange Door and providing practice leadership and expert advice to The Orange Door workforce on complex cases requiring an integrated or multi-disciplinary approach. The role will build the capability of The Orange Door workforce to deliver integrated functions and services responding to family violence, child and family vulnerability and functioning, and perpetrator interventions, in line with The Orange Door Service Model and Integrated Practice Framework.

### Are you

- A high performing specialist family violence practitioner with extensive experience working with highly sensitive and complex family violence cases?
- Passionate about service reform and improving outcomes for individuals, children and families experiencing vulnerabilities?
- A strategic thinker, with strong experience managing stakeholder relationships and working in partnership approach?

## Practice Leader roles (The Orange Door)

The Practice Leader roles within the Orange Door (Support and Safety hubs) play a pivotal role in contributing to The Orange Door leadership and providing expert practice advice utilising relevant theoretical frameworks. The Orange Door operates within an Integrated Practice Framework reinforced by Practice Leaders working collaboratively across the various specialist roles within the practice stream. All Practice Leaders are expected to consult and collaborate with the broader leadership team within The Orange Door, and to work to build capability across all staff to work effectively with all clients.

There are five Practice Leader roles within The Orange Door:

- Advanced Family Violence Practice Leader
- Advanced Family Violence Practice Leader (Men's)
- Aboriginal Family Violence Practice Leader
- integrated Family Violence Practice Leader
- Children and Young Person's Practice Leader

## Support and Safety Hubs (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 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 also intended to hold perpetrators to account by planning interventions to address the risk they pose and challenging their controlling, violent and abusive behaviour.

The Orange Door keeps the whole family in view and provides a more visible contact point to access family violence services, family services and perpetrators/men's services, with expert support tailored to each family member's needs.

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

## Role of The Orange Door

The Orange Door delivers 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 and family safety and wellbeing issues
- advice based on contemporary risk assessment tools and guidance and best available information
- specialist support and tailored advice for victims, families and children, young people and perpetrators
- a strong focus on perpetrator accountability

- connection and coordination of access to support
- an approach across the spectrum of prevention, early intervention and response
- a system-wide view of service capacity, client experience and outcomes.

The Orange Door supports the agency of women, children, young people and families, to ensure that the services they receive meet their needs and their goals.

### The Orange Door Team

Orange Doors brings 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 infants, children and young people.

This is achieved by drawing on the expertise of CSOs, Aboriginal services and DHHS 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 Orange Door team includes a mix of staff employed by FSV and staff employed by CSOs, Aboriginal services and DHHS. For each launch site the size of the team will vary to reflect the local needs.

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### Key responsibilities

1. Leading integrated practice and facilitating decision making by:
  - (a) Providing secondary case consultation and technical input on complex cases
  - (b) Working with Orange Door practice leaders, team leaders and Hub practitioners to identify and resolve clinical and practice issues as they arise, including where there are different views within The Orange Door team
  - (c) Establishing systems and procedures to guide integrated practice and track progress
  - (d) Operating with autonomy and accountability in leading integrated clinical practice.
2. Providing specialist and advanced practice leadership and support to practitioners by:
  - (a) Leading, mentoring and developing Orange Door staff in case practice
  - (b) Where appropriate jointly managing a small caseload of complex and/or highly sensitive cases
  - (c) Co-working with and providing daily support (as requested and required) for team leaders
  - (d) Working in partnership with the other practice leaders, team leaders and other partner agency managers, where appropriate, to foster high quality service
  - (e) Modelling integrated practice approaches and behaviours integral to ethical practice, including accountability and responsibility for decision making

- (f) Modelling and supporting culturally safe, inclusive and responsive practice
  - (g) Promoting evidence based approaches, as well as continuous improvement in professional practice and the delivery of integrated Orange Door services
  - (h) Providing practitioners with relevant information and access to systems to support safe and effective practice approaches.
3. Building capability of practitioners to deliver integrated functions and services responding to family violence, perpetrator interventions, and child and family development, and functioning in line with the Orange Doors Service Model, Integrated Practice Framework and relevant legislative frameworks (including the *Children, Youth and Families Act 2005* and *Child Wellbeing and Safety Act 2005*).
  4. Providing sound judgement and authoritative advice on risks, priorities, accountability, and practice matters to the Orange Door team, and where relevant the Hub Manager and/or relevant Hub governance groups.
  5. Building and maintaining positive relationships with key stakeholders to facilitate a partnership and integrated practice approach.
  6. Managing stakeholders through effective negotiation and influence, and harnessing this network to support clients and ensure effective Orange Door operations.
  7. In partnership with other practice leaders, supporting clinical and practice professional development and training of practitioners by:
    - (a) Undertaking analysis of clinical and professional development needs across the workforce, monitoring quality of clinical practice and responding to local learning needs
    - (b) Coordinating professional development opportunities for The Orange Door workforce, in partnership with Family Safety Victoria, CSOs, DHHS and Aboriginal services coming together to deliver Orange Door services
    - (c) Leading reflective practice for The Orange Doors team
    - (d) Fostering and facilitating practice innovation.
  8. Using the Client Relationship Management System (CRM) for recording, analysis and review of client information.
  10. Participating in the monitoring and delivery of projects to respond to local clinical or integrated practice needs, ensuring they are delivered in accordance with relevant legislation and government regulations and guidelines.
  11. Keeping accurate and complete records of your work activities in accordance with legislative requirements and the Victorian Government's records, information security and privacy policies and requirements.
  12. Taking reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and occupational health and safety (OHS) policies and procedures.
5. Provide supervision and support to students as required.
  6. Other duties commensurate with current skills and experience as agreed with the Program Leader, Manager, General Manager or the Chief Executive Officer.
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## Key selection criteria

### Qualifications

- Professional clinical experience and relevant qualifications in social work, psychology or a related discipline is essential

### **Mandatory:**

- A strong knowledge and understanding of the drivers/causes of family violence and child and family vulnerability, as well as the child and family services and/or broader social services sector and their fundamental practices and theories is required.
- Demonstrated experience in leading family violence practice within complex service delivery contexts, particularly multi-disciplinary and multi-agency approaches to the provision of services to vulnerable children, families and diverse communities is required.

### **Personal qualities**

- Relationships 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.
- Initiative and accountability: proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions.
- Drive and commitment: enthusiastic and committed; demonstrates capacity for sustained effort and hard work; sets high standards of performance for self and others; enjoys a vigorous and dynamic work environment.
- 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.

### **Demonstrated skills, experience and/or understanding of:**

- Works collaboratively to drive cultural change: has a clear concept of the culture required to achieve integrated practice, and deliver effective, culturally safe and responsive services; designs and delivers innovative practices that enhance integrated practice and promotes quality practice standards; understands how to build and establish effective practice cultures, identifies change required, describes reasons for it and engages people who can deliver the change.
- Expert knowledge and experience working in clinical and social services management roles: has established expertise and capability to lead and embed integrated practice and quality clinical practice; has demonstrated experience in risk assessment and risk management; has demonstrated cross-sectoral expertise in relevant disciplines, including but not limited to a knowledge of the drivers/causes of family violence, child development, attachment and trauma theories; has deep understanding of the role of the law and legal system in the context of responding to family violence and vulnerable children and families.
- Stakeholder partnerships: identifies issues in common for one or more stakeholders and uses to build mutually beneficial partnerships; identifies and responds to stakeholder's underlying needs; uses understanding of the stakeholder's organisational context to ensure outcomes are achieved; find innovative solutions to resolve stakeholder issues.
- Systems thinking: diagnoses trends, obstacles and opportunities in the internal and external environment; understands the linkages between natural systems and communities to inform policy; conceptualises and defines the systems working within the organisation.
- Self-management: invites feedback on own behaviour and impact; uses new knowledge or information about self to build a broader understanding of own behaviour and the

impact it has on others; understands strong emotional reactions and seeks ways to more effectively manage them.

- Demonstrated attention to detail with well-developed administrative and organisational skills to effectively manage high volumes of work and determine priorities, meet targets and deadlines.
- Ability to maintain confidentiality at all times.
- Demonstrated knowledge and application of computer software, including Microsoft Office and the Internet.
- High level verbal and written communication skills that enable effective and appropriate communication with a broad range of people at all levels.
- Demonstrated ability to contribute to positive workplace culture and practices.

### Licences and registrations

- Current Victorian driver licence
  - Current National police check (less than 3 months old)
  - Current Working With Children Check
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### Conditions of employment

This position is ongoing and is subject to:

- Successful completion of a six-month probationary period
- Full COVID-19 vaccination status from MyGov or Medicare (including booster) or
- Certified evidence of medical exemption for COVID-19 vaccination

And requires the following checks:

- Satisfactory police check
- Working with Children Check

**Note:** Checks must be obtained and provided prior to commencement as a condition of employment at Grampians Community Health. Where check results are unsatisfactory in relation to the role to be carried out, the offer of employment will be withdrawn.

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### Employee acceptance of position:

Employee signature \_\_\_\_\_

Date \_\_\_\_\_