

Position Description

Position Title	Orange Door (Family Violence) – Child and Family Practitioner
Salary & Conditions	FamilyCare Enterprise Bargaining Agreement
Classification	Level 3.3 – 4.4 (<i>Dependent on qualifications and experience</i>) Social, Community, Home Care and Disability Services Industry Award 2010
Department	Child & Family Services
Work location	Shepparton
Employment type	Ongoing Full time
Position reports to	Child Wellbeing Team Leader, Child & Family Services, FamilyCare
Performance Review	At six months, then annually thereafter

The Goulburn Support and Safety Hub (The Orange Door) is an intake, triage and assessment service for child and family and family violence services in our region.

The Child Wellbeing Team provides a specialist focus within the Goulburn Support and Safety Hub (The Orange Door) on the wellbeing and development of children, young people and their families through:

- Actively focusing on the best interests of children and young people at all times;
- Assessments that include parents/carers and the whole family;
- Working with men as fathers/partners;
- Interventions that consider children and young people as individuals in their own right, and take into consideration their opinions and wishes;
- Early help for children, parents and families to support wellbeing, stability, development and safety;
- Providing a point of contact for secondary consultation, advice and information.

FamilyCare Vision

FamilyCare works with individuals, families and communities to increase wellbeing, build strengths and encourage optimism. Our vision is strong, resilient families and communities.

FamilyCare is one of regional Victoria's largest and most progressive community service organisations, with offices across five Local Government Areas: Greater Shepparton, Mitchell, Murrindindi, Strathbogie and Moira.

FamilyCare's activities include child and family services, men's services, carer and disability support programs and community development.

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 (The 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 coordinated support from community, health and justice services.

The State-wide concept highlights that the safety of victim survivors and children is The Orange Door's first priority. It also recognises that a gendered understanding of family violence and an understanding of child and family vulnerability are critical to effective services and systems. The Orange Door is accessible, safe and welcoming to

people, providing quick and simple access to the support and safety they need. They will also engage perpetrators and plan interventions to hold them to account.

Role of The Orange Doors

The Orange Door will deliver a fundamental change to the way we work with women, children and families, and men. The Orange Door is an intake, triage and assessment service for child and family and family violence services in our region. The role of Orange Door is to provide:

- Intake and assessment
- 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

The Orange Doors 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 Community Service Organisations, Aboriginal services and Department of Health and Human Services 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 will include a mix of staff employed by Family Safety Victoria (FSV) and staff employed by FamilyCare, Primary Care Connect, Nexus Primary Health, Rumbalara Aboriginal Co-operative and Department of Health and Human Services.

Child & Family Services (CAFS) – Programs and Services

In line with the establishment of The Orange Door in Shepparton (and an access point in Wallan), this position with FamilyCare will primarily work from the Orange Door location, but will remain connected and involved with the rest of the CAFS programs and with FamilyCare as an organisation. This position will work alongside other roles at FamilyCare, focused on child wellbeing and family violence, and as part of the Child and Family team at FamilyCare.

Key Performance Responsibilities

Service Delivery

1. Ensure child wellbeing and safety is at the forefront of team members and immediately report any concerns via the appropriate channels.
2. Receive and process all referrals to The Orange Door while maintaining client privacy and confidentiality in accordance with legislation, policy and good practice.
3. Deliver:
 - a. Screening and triage;

- b. Assessment of children/youth in relation to need and risk utilizing the Best Interests Framework by phone, or by outreach as required;
 - c. Appropriate crisis responses;
 - d. Service planning;
 - e. Targeted interventions; and
 - f. Allocation and coordinated referrals.
- 4. Identify when a Central Information Point request may be required and refer to the Advanced Family Violence Practice Leader.
- 5. Liaise with The Orange Door Practice Leaders to support risk assessment and planning.
- 6. Provide appropriate referrals to Family Services, and to other services and agencies in the Goulburn Region as well as to services outside the region as appropriate.
- 7. Where required, work with families "on hold" including referral, home visits and telephone counselling.
- 8. Align family violence risk assessment and management practice with the MARAM Framework.
- 9. Travel to and from The Orange Door Hub and Access Points as required.

Data Collection and Reporting

- 1. Maintain accurate client records and service data as required.
- 2. Participate in monitoring and ongoing evaluation as required.
- 3. Provide internal reports to the Child Wellbeing Team Leader.

Representation and Advocacy

- 1. Develop a strong and supportive mutual relationship with funding bodies, service providers and other key stakeholders.
- 2. Attend network meetings and other related local forums or meetings.
- 3. Attend internal program and team meetings within FamilyCare and The Orange Door.

Community Development and Education

- 1. Increase community awareness regarding issues affecting families and available support services through the provision of information, education and advocacy.
- 2. Provide specialist consultation to other community agencies and professionals to assist their ability to deliver services to children, young people and families.
- 3. Promote a broader understanding of relevant State and Federal legislation that impacts upon children and family welfare including the Children, Youth and Families Act 2005 and the Child Wellbeing and Safety Act 2005.

Quality Improvement and Evaluation

- 1. Meet occupational health and safety requirements.
- 2. Ensure that relevant policies and procedures are followed.
- 3. Participate in regular supervision activities.
- 4. Identify training needs in consultation with Supervisor and attend professional development as deemed appropriate.
- 5. Be aware of and meet relevant Quality Management System responsibilities.
- 6. Participate in relevant evaluation activities.
- 7. Be aware of FamilyCare's responsibilities to contribute to children's safety and wellbeing and report any concerns about neglect or abuse to a supervisor or manager.

Key Selection Criteria

Knowledge and Skills

1. Sound knowledge of the issues facing vulnerable families including child development, trauma and attachment and understanding of drivers / causes of family violence
2. Understanding of relevant theoretical frameworks and relevant legislation including the Children, Youth and Families Act 2005, the Child Wellbeing and Safety Act 2005 and Child Safe Standards.
3. Demonstrated experience and skills in the provision of information and advice, intake, referral, counselling, casework and consultation including the completion of detailed / complex child & family assessments, including child/youth risk assessments.
4. Highly developed interpersonal and communication skills including demonstrated ability to communicate effectively with a wide range of people and diverse communities.
5. Well-developed administrative skills including maintaining accurate files, accurate and detailed assessments and case notes.

Qualifications

Essential

- This role is subject to the mandatory minimum qualifications policy (Recommendation 209 of the Royal Commission into Family Violence).

Applicants must hold a Bachelor of Social Work or equivalent qualification, or, be working towards meeting this requirement.

Desirable

- Comprehensive MARAM training

Special Requirements

All applicants are subject to a National Police History Check.

Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check.

A current Employee Working with Children Check (WWCC) card is required.

Current Australian Drivers Licence is required.

Other Information

Salary packaging offered within prescribed guidelines.

FamilyCare Enterprise Agreement has provision for salary and conditions over and above of SCHADS Award base rates.

All staff and volunteers must abide by a Code of Conduct.

FamilyCare promotes a respectful and safe workplace environment that does not tolerate or excuse any forms of violence including family violence.

FamilyCare is committed to:

- ensuring the safety of children;
- respecting diversity; and
- providing a workplace free from discrimination and harassment.