

POSITION DESCRIPTION

Position Title	Integrated Practice Leader
Program	Client Services
Employment Status	Full-time
Tenure	Ongoing
Classification	Kids First Australia and Australian Services Union (ASU) Enterprise Agreement – Level 8
Position reports to	Program Manager – The Orange Door
Location	Heidelberg, Epping; on the lands of Wurundjeri People

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 Integrated Practice Leader is responsible for leading an integrated practice response at the NEMA Orange Door including our Heidelberg site and access point at Epping. The role provides guidance and support to The Orange Door staff in the areas of Evidence Based and Informed Practice and Policy, within an integrated services framework that ensures their sustainability. The role works closely with other Practice Lead roles to provide practice and professional knowledge in the management of escalated complex cases, training, secondary consults, input and implementation into State-wide practice and building the capabilities in the staff teams who work at the Orange Door.

The role is integral to the Orange Door's provision of high quality, holistic client experiences and outcomes. This will be done through analysing and communicating client data and, in consultation with the Management and Leadership teams, provide feedback, leadership and guidance to staff on work practices and program procedures.

Organisational Relationships

Supervisor	Program Manager – The Orange Door
Direct Reports	Nil
Internal Relationships	<p>Hub</p> <ul style="list-style-type: none"> • Hub and Partner Managers • Practice Leaders • Service Systems Navigator • Team Leaders • All Staff <p>Kids First</p> <ul style="list-style-type: none"> • Chief Executive Officer • Executive Team • All Staff
External Relationships	<ul style="list-style-type: none"> • Key Stakeholders including, government, corporate, community and fundraising/ philanthropic stakeholders • Professional networks

About the North Eastern Metropolitan Area (NEMA) Hub

The NEMA Hub brings together different workforces and practices to create an integrated Orange Door team working within an Integrated Practice Framework to deliver a consolidated intake point providing 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 will be achieved by drawing on the expertise of DFFH, of Community Service Organisations (CSO's), and Aboriginal 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
- receive child wellbeing referrals and provide the Child and Family service (previously Child FIRST)

- 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 FSV and staff employed by CSOs, Aboriginal services and DFFH. For each site the size of the team will vary to reflect the local resources.

The **Practice Leader roles** within the Orange Door 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:

- Aboriginal Family Violence Practice Leader
- Advanced Family Violence Practice Leader x2
- Advanced Family Violence Practice Leader (Men's)
- Children and Young Person's Practice Leader
- Integrated Family Violence Practice Leader x2

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 practice leaders, The Orange Door Network 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 Network 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 The Orange Door Network 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 CSO 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 The Orange Door Network 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 Door Network 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 Network team, Kids First Program Manager 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 The Orange Door Network 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 Network workforce, in partnership with Family Safety Victoria, CSOs, DHHS and Aboriginal organisations coming together to deliver The Orange Door Network services.
 - (c) Leading reflective practice for The Orange Door Network 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.
13. Participating with other Practice Leaders in the auditing of case files and taking the responsibility of implementing outcomes from these audits.
14. Responsibility to consult, approve, administer, and monitor brokerage across The Orange Door. This responsibility is shared with the other Integrated Practice Leader.
15. Contribute to rostered Practice Leader responsibilities, as well as leading specific portfolio responsibilities as required. These portfolio responsibilities are distributed evenly across the Practice leader Group.

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

Formal Qualifications	<ul style="list-style-type: none"> • Bachelor level qualification in Social Work, Welfare, Psychology or a relevant field as a minimum. • Relevant professional clinical experience
Skills & Experience	<ul style="list-style-type: none"> • 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 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. • Demonstrated experience in coaching and mentoring individuals and/or clinical leadership skills. • Works collaboratively to drive practice improvements: has a clear concept of the culture required to achieve integrated practice and clinical excellence; 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 inspires people to 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 practice; has demonstrated experience in risk assessment and risk management; has demonstrated cross-sectoral expertise in relevant disciplines. • 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. • Relationship 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 <p>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</p>
Personal Attributes	<ul style="list-style-type: none"> • Relationship 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.

	<ul style="list-style-type: none"> • Initiative and accountability: proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions. • 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. • 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. • Leadership experience in supervising and supporting staff working within a complex and demanding environment. • Able to demonstrate an interest in applying practice experience to teach, coach, guide and mentor practitioners through a variety of learning methods. • Collaborative approach, well developed written skills and ability to engage, build rapport and effectively influence will be highly regarded.
Other Selection Criteria	<ul style="list-style-type: none"> • Current Victorian Working with Children Card • Willingness to undertake a National Police Check and for applicants who have lived overseas for 12 months or longer during the past 10 years a willingness to undertake an International Police Check. • 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
Managing competing priorities	Frequently
Computer based activities	Often
Driving	Occasionally
Walking, climbing stairs, bending	Sometimes
Attending external locations	Often
Travel	Occasionally
Possible confronting situations with family & children (sometimes of sexual, abusive, abuser traits nature) which may trigger some individuals	Often
Interact with clients who could display verbal or physically challenging behaviour	Often

Exposure to families that are experience family violence	Often
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