

Department of Families, Fairness and Housing

Position description

OFFICIAL

Position title:	Hub Manager, Operations Branch The Orange Door, East
Position number:	DFFH/ FSV/546296
Division/Branch/Team:	Family Safety Victoria, Operations Branch, Operations Team The Orange Door, East
Work location:	210 Corio Street, Shepparton VIC 3630
Classification:	VPS 6
Salary Range:	\$142,790- \$191,084 (full-time equivalent per annum) plus superannuation
Employment status:	Ongoing, Full-time (76 hours per fortnight)
Position reports to:	Director, The Orange Door East Division
Position contact:	Katherine Dowson katherine.dowson@familysafety.vic.gov.au

Role purpose

The Hub Manager is a strategic and operational leadership position in each Orange Door site.

The Orange Door team includes a combination of staff employed by Family Safety Victoria (FSV), Department of Families, Fairness and Housing (DFFH), Partner Agencies and Aboriginal Services. Within this context, the Hub Manager is responsible for managing the FSV staff in The Orange Door, including The Orange Door Support team and the Service System Navigator. The Hub Manager also provides day-to-day operational leadership and support to The Orange Door Team, including Team Leaders, Practitioners and Practice Leaders, noting they do not have line management responsibility for these workers.

Together with The Orange Door Team Leaders and Practice Leaders, the Hub Manager plays a key role in driving a culture of integrated practice and service delivery. They are responsible for providing oversight for the integrated The Orange Door network; driving strong and positive partnerships across The Orange Door network and broader system interface; establishing systems and processes that support integrated The Orange Door service delivery and supporting the delivery of high quality, safe and effective service responses to Victorians seeking support and services through The Orange Door.

Department of Families, Fairness and Housing

The Department of Families, Fairness and Housing has a dedicated focus on the community wellbeing and the social recovery of Victoria. The Department is working to deliver bold and innovative reform for the community.

We work to create equal opportunities for all Victorians to live safe, respected and valued lives. We lead policies and services dedicated to community wellbeing by empowering communities to build a fairer and safer Victoria.

The Department includes Child Protection, Family Safety Victoria, Homes Victoria, Housing, Disability, Seniors and Carers. The Department is also responsible for the key portfolios of LGBTIQ+ Equality, Veterans and the offices of Women and Youth, enhancing the alignment with policy areas and portfolios focusing on the recovery and growth of our diverse communities.

The Department also supports the Social Services Regulator, the Commission for Children and Young People, the Victorian Disability Worker Commission, the Disability Worker Registration Board, the Disability Services Commissioner, Respect Victoria, the Commission for Gender Equality in the Public Sector and the Victorian Veteran's Council.

We are building an inclusive workplace that embraces diversity and difference. All jobs can be worked flexibly, and we actively encourage job applications from Aboriginal and Torres Strait Islander people, people living with disability, LGBTIQ+, veterans and people from varied cultural backgrounds.

Division

Family Safety Victoria has primary responsibility for the Prevention of Family Violence portfolio. The division is responsible for strategic policy, state-wide reforms under *Ending Family Violence: Victoria's 10-year Plan for Change* and system stewardship for family and sexual violence prevention and response. FSV leads the implementation of *Dhelk Dja: Safe Our Way – Strong Culture, Strong Peoples, Strong Families 2018-2028*, the key Aboriginal-led Victorian Agreement that commits Aboriginal communities, Aboriginal services and government to work together and be accountable for ensuring that Aboriginal people, families and communities are stronger, safer, thriving and living free from family violence.

By bringing diverse community representatives and organisations together to create new and coordinated ways to prevent and respond to family and sexual violence, and better support families, Family Safety Victoria works collaboratively to ensure the family violence and sexual assault system is inclusive and culturally safe and underpinned by the lived experience of victim survivors including children and young people.

Branch

The Operations Branch leads the operational delivery and program management of The Orange Door and the Central Information Point, ensuring a focus on client outcomes, local area context, issues and strengths, continuous improvement in service quality and performance, effective resource management.

Team

The Orange Door network is for children, young people and adults who are experiencing or using family violence, and for families who require support with the development and wellbeing needs of their children and young people. It assesses and responds to a person's needs and risk, and connects people to family violence services, local Aboriginal services, family services and services for adults using family violence as well as broader service supports.

The Orange Door network is comprised of a primary site, access points and outposts across an area to maximise the opportunities for people to get help they need close to home. Individuals and families who need support can make direct contact themselves via phone, email or by attending The Orange Door.

The Orange Door workforce is comprised of interdisciplinary teams involving specialist staff from across community services, health services and Aboriginal Community Controlled Organisations (ACCOs). In addition, the Community Based Child Protection team is part of The Orange Door workforce, in conjunction with a team of staff employed by FSV.

The workforce includes:

- **Specialist Practitioners:** The expertise of different practitioners is drawn upon to provide an interdisciplinary approach with specialists in family violence, child and family services, ACCOs and perpetrator services working together in The Orange Door network.
- **Practice leadership:** Practice leadership is provided to practitioners to support high quality and culturally safe service delivery through roles such as: Team Leader, Aboriginal Practice Leader, Advanced Family Violence Practice Leader, Integrated Practice Leader, Children and Young People's Practice Leader, Advanced Family Violence (PUV) Practice Leader and Community Based Senior Child Protection Practitioners.
- **Operational support:** The Orange Door network teams are supported by a team from FSV that includes a Hub Manager, Service System Navigator, Strategic Planning and Reporting Officer, Operational Support Officers, Client Support Officers and administrative support staff.

Key accountabilities

1. Work with the Hub Leadership Group and other relevant local stakeholders and governance groups to lead and contribute to strategic planning for The Orange Door and oversee change management initiatives to develop The Orange Door in line with the Statewide Concept. Providing operational oversight and accountability for integrated service delivery across The Orange Door workforce by:
2. Support service delivery and facility management, and ensuring that policies and procedures, standards and guidelines are understood and adhered to by The Orange Door workers
3. Establish and monitor systems and procedures to support integrated service delivery, track progress and recognise actual and potential barriers, and find effective ways to deal with them
4. Work with Team Leaders and Practice Leaders to identify and resolve operational and service delivery issues as they arise
5. Manage FSV staff in The Orange Door, including The Orange Door Support team and the Service System Navigator and provide day-to-day support to The Orange Door Team Leaders, Practitioners and Practice Leaders
6. Monitor and analyse client experience/satisfaction data
7. Oversee facilities budget and brokerage budget management
8. Ensure adherence to all Operational Guidance and the Hub Service Model and the Integrated Practice Framework
9. Manage processes and procedures as they relate to The Orange Door, including complaints management and resolution processes; critical incident management and reporting; dispute resolution management and resolution processes and monitoring conflicts of interest and disclosures.
10. Provide effective leadership and operational management of The Orange Door team by:
11. Modelling integrated approaches and behaviours integral to ethical service delivery and practice
12. Creating a culture of shared leadership across all elements of The Orange Door service delivery
13. Modelling behaviours integral to effective people management

14. Working closely with supervisors of staff in Partner Agencies, DFFH, and Aboriginal services
15. Liaising with Family Safety Victoria, DFFH, Partner Agencies and Aboriginal services on workforce planning, including vacancy management
16. Co-working, co-managing and providing daily leadership and support for staff, and providing practitioners with relevant information and access to systems to support safe and effective integrated service delivery.
17. Provide sound judgement and authoritative advice on risks, priorities and operational matters for consideration by the Hub Leadership Group and FSV.
18. Manage the implementation of complex policy, systems and services across The Orange Door operations.
19. Drive a strong and positive connection between The Orange Door and Partner Agencies within The Orange Door network, and broader system interface by:
20. Forging strong connections across FSV, DFFH, Partner Agencies and other key stakeholders to facilitate integrated service delivery and shared vision for The Orange Door
21. Leading the oversight of partnership agreements and operating protocols between The Orange Door service providers and the broader service systems
22. Managing stakeholders through effective negotiation and influence
23. Working effectively with Aboriginal services and communities to ensure that Aboriginal people receive culturally appropriate services that meet their needs
24. Work effectively with diverse communities and ensuring that The Orange Door attitudes, behaviours, policies and systems enable inclusive and responsive services for everyone.
25. Overseeing, monitor and deliver projects to respond to local service delivery needs, ensuring they are delivered in accordance with relevant legislation and government regulations and guidelines.
26. Keep accurate and complete records of service delivery in The Orange Door and your work activities as the Hub Manager in accordance with legislative requirements for senior operational staff, and the Victorian Government's records, information security and privacy policies and requirements.
27. Take 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.
28. Influence stakeholders holding competing views and priorities and views.
29. Negotiate to resolve differences to achieve agreement.
30. Provide leadership and guidance based on advanced expertise.
31. Brief high-level stakeholders in own area of expertise in a variety of forums.

Key selection criteria

Capabilities

1. **Drives cultural change:** has a clear concept of the culture required to achieve integrated practice and service delivery excellence; designs and delivers innovative approaches that enhance service delivery and promotes quality 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 management roles within a clinical and/or social service context:** has experience in developing, managing and motivating high performing teams; has established expertise and capability to lead culture, system and processes that support high quality integrated service delivery.
- Stakeholder partnerships:** identifies issues in common for one or more stakeholders and uses these 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; finds 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.
- Financial/budget management:** experience preparing, monitoring and managing budgets in line with legal requirements and operating guidelines.

Personal qualities

- Resilience:** perseveres to achieve goals, even in the face of obstacles; copes effectively with setbacks and disappointments; remains calm and in control under pressure; accepts constructive criticism in an objective manner, without becoming defensive.
- 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.

Qualifications

- Relevant qualification(s) in social work, welfare, psychology, or a related discipline.

Mandatory

- A current Working with Children Check (WWCC) card.

Values and behaviours

The Department of Families, Fairness and Housing employees are required to demonstrate commitment to:

The public sector values and behaviours – responsiveness, integrity, impartiality, accountability, respect, leadership and human rights.

Recordkeeping – The department is committed to good record keeping and requires all staff to routinely create and keep full and accurate records of their work-related activities, transactions and decisions, using authorised systems.

Diversity – The department values an inclusive workplace that embraces diversity and strongly encourages applications from Aboriginal people, people with disability, people from the LGBTIQ+ community, and people from culturally diverse backgrounds.

Important information

The salary range for this position is set out in Schedule C of the *Victorian Public Service Enterprise Agreement 2024*. For further information refer to [Department of Treasury and Finance](https://www.dtf.vic.gov.au/home) (<<https://www.dtf.vic.gov.au/home>>).

Department policy stipulates that salary upon commencement is paid at the base of the salary range for the relevant grade. An executive delegate must approve any above base requests. These will be by exception only or where required to match the current salary of a Victorian Public Service staff transferring at-level.

Individuals who have received a Voluntary Departure Package from a Victoria Public Service department/agency are ineligible for re-employment for a minimum of three calendar years from the date of separation.

Individuals who have received an Early Retirement Package (ERP) from a Victoria Public Service department/agency are ineligible for re-employment for a minimum of 12 months from the date of separation.

Individuals who have received an Application Separation Package (ASP) from a Victoria Public Service department/agency are ineligible for re-employment for a minimum of 18 months from the date of separation.

The department is a key emergency management partner and contributes significantly to Victoria's emergency management arrangements. As part of a whole-of-government agreement, employees may be required to undertake training in emergency management and support functions during an emergency and may be redeployed to facilitate this need.

The department provides and maintains a safe working environment that does not risk the health of its employees.

Pre-employment checks

All appointments require reference checks, national criminal records checks and pre-employment misconduct screening. Some positions also require a Working with Children Check, an NDIS Worker Screening Check and/or screening through the Disability Worker Screening List.

Applicants who have lived overseas in one country for 12 months or longer in the last ten years must provide an international police check from the relevant overseas police agency. Applicants can obtain a check through an organisation providing international police checks via an internet search.

Pre-employment checks may include checking whether an applicant's name is on the Disability Worker Screening List. This incorporates:

- the Disability Worker Exclusion List which includes names of persons unsuitable for employment as a disability support worker in a disability residential service provided, funded or registered by the Department of Families, Fairness and Housing.
- the National Disability Insurance Scheme Quality and Safeguards Commission which has compliance and enforcement actions, including banning orders
- the Victorian Disability Worker Commission prohibition orders.

In the context of the NDIS, a risk-assessed role is:

- involved in the direct delivery of [specified supports or services](#) to a person with disability
- likely to require ‘more than incidental contact’* with people with disability, which includes:
 - physically touching a person with disability
 - building a rapport with a person with disability as an integral and ordinary part of the performance of normal duties, or
 - having contact with multiple people with disability as part of the direct delivery of a specialist disability support or service, or in a specialist disability accommodation setting
- a key personnel role.

Staff appointed to Risk Assessed Roles at the Department of Families, Fairness and Housing may not commence in these roles until they have an [NDIS Worker Screening Clearance](#) and have provided this detail to the HR Operations team for recording.

* Contact can be physical, face-to-face or oral, written or electronic communication.

Further information

For enquiries regarding the position please phone the contact on the position description. If you experience difficulties in applying online, please contact HR Services via email at HRServices@dffh.vic.gov.au

DFFH values the contribution of all employees and fair and equitable treatment of all people is integral to all activities. As such, the DFFH offers workplace adjustments, also known as reasonable adjustments for applicants with disabilities. Some examples of adjustments you can request can be found [here](#). Please request adjustments through your manager. Advice and questions can be asked at aboriginaldiversityinclusion@dffh.vic.gov.au

For further information visit [‘About the Department’ on Department of Families, Fairness and Housing](#)’ <www.dffh.vic.gov.au/about>.

To receive this document in another format, email hrservices@dffh.vic.gov.au

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

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In this document, ‘Aboriginal’ refers to both Aboriginal and Torres Strait Islander people. ‘Indigenous’ or ‘Koori/Koorie’ is retained when part of the title of a report, program or quotation.