

POSITION DESCRIPTION

Position Title:	Team Leader – Orange Door
Business Unit/Department:	The Orange Door – Brimbank Melton Region
Division:	Integrated Community Health Services
Award/Agreement:	Allied Health Professionals (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Social Worker: Grade 3 – Year 1 to Year 4 (SC32 to SC34)
Reports To:	The Western Health Home Agency Manager- Orange Door
Direct Reports:	Yes
Date Prepared/Updated:	21 July 2025

Position Purpose

The Team Leader – Orange Door will provide the day-to-day coordination, supervision, practice oversight and support to an integrated team of skilled specialist family violence practitioners within the Orange Door. The integrated team includes Women’s Family Violence practitioners, Adults who use Family Violence practitioners and Child Wellbeing practitioners. The team leader’s work will range from providing oversight of the screening, triage team and/or assessment and planning teams in relation to referrals where there are concerns for a child’s wellbeing and development, or family violence is present within a family; along with keeping adults who use family violence accountable and in view.

The role requires having knowledge and experience in leading teams in a clinical setting, as well as the capability to embed integrated practice and quality clinical practice. The Orange Door Team Leader is responsible for the management and coordination of an integrated team as well as the support, mentoring, development of Practitioners in a matrix supervision model. The position will provide practice guidance and leadership to maintain a high quality of service to people accessing the Orange Door for support.

The Orange Door Team Leader will also work collaboratively, with an integrated approach across the service system, maintaining positive relationships with partnering organisations and developing new relationships with key agencies.

Business Unit Overview

Integrated Community Health Services Directorate

The Orange Door sits within the Family Violence area of the Integrated Community Health Services Directorate. The Directorate focuses on delivering high quality care to people residing in the City of Melton and Moorabool Shire across a variety of clinical settings. Services are provided across acute (medical surgical and maternity unit), outpatient services (Paediatric and Adult), outpatient rehabilitation, community health settings (Paediatric and Adult), residential care services and support services including Intake for Bacchus Marsh, Melton and Caroline Springs campuses. The Integrated Community Health Services Directorate has a strong focus on multidisciplinary care with services being provided in both an individual format and group-based interventions. Staff model the Western Health values of Compassion Accountability Respect Excellence and Safety.

Our Vision

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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 brings together different agencies and practice specialties under the one umbrella with a focus on best practice integrated support. 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.

The Orange Door is also intended to hold people who use violence to account by providing best practice assessment and interventions to address the risk people who use violence pose and to challenge 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 people who use violence services and supports tailored to each family member's needs

Key Responsibilities

Personal and Professional Responsibilities:

- Provide professional supervision and support to staff, in line with clinical supervision guidelines.
- Stay informed about current issues and developments in domestic and family violence practice.
- Participate in annual performance development and review processes.
- Engage in training and education as outlined in the annual professional development plan.
- Build and maintain positive relationships at all levels, fostering collaboration and handling disagreements diplomatically.
- Demonstrate initiative by identifying and pursuing opportunities for improvement.
- Set and model high standards of performance and a strong work ethic for self and colleagues.
- Collaborate effectively within the team, respecting diverse working styles and constructively resolving conflict.
- Actively participate in supervision, secondary consultation, and professional development activities as required.
- Attend Western Health Leadership meetings, Orange Door Leadership meetings, team meetings, planning days, and other agency activities.
- Engage in Orange Door activities, including training, consultation, and community engagement initiatives.
- Promote inclusive, culturally safe, and trauma-informed practices across all aspects of team functioning.
- Support service delivery that reflects client voice, feedback, and the lived experience of people impacted by family violence.
- Maintain a mindset of learning and growth, be open to both constructive and positive feedback, and apply any necessary changes.

Strategic Leadership and Alignment:

- Align team operations with Western Health's strategic priorities and Orange Door practice frameworks.
- Contribute to strategic planning and service development initiatives across the Orange Door partnership.
- Collaborate with Home Agency Managers and Orange Door leadership to identify and respond to emerging service needs.
- Work with the Western Health Leadership team to build and develop a skilled and strong workforce with the Orange Door.

Administration, Documentation, and Reporting:

- Ensure client records are accurate, up to date, and completed in a timely manner.
- Complete administrative tasks and manage program data as required.

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- Comply with agency and funding body requirements for documentation and reporting.
- Manage team and duty rosters effectively.
- Support induction processes for new team members, helping them understand Orange Door workflows.
- Review case closure documentation to ensure it meets required standards.
- Monitor team workloads and individual practitioner performance.
- Share relevant risk information with Practice Leaders and Hub Leadership as appropriate.
- Participate in integrated supervision sessions with practitioners.
- Motivate and support Western Health practitioners and the integrated team to achieve key performance indicators (KPIs).
- Use data and reporting tools to monitor trends, inform decision-making, and drive service improvement.

Technical Skills and Knowledge:

- Promote integrated practice and clinical excellence while supporting cultural change initiatives.
- Design and implement innovative approaches to strengthen service integration and maintain clinical quality.
- Recognise the need for change, engage stakeholders, and support the change process.
- Lead integrated practice and uphold quality clinical standards across the team.
- Conduct client risk assessments and manage associated risks.
- Maintain expert knowledge of relevant legal frameworks impacting family violence and vulnerable populations.
- Use systems thinking to identify trends, barriers, and improvement opportunities.
- Provide clinical direction to practitioners, ensuring timely and effective client responses.
- Demonstrate sound knowledge and engagement skills with diverse client groups, including adults using family violence, victim survivors, parents, young people, and children.
- Act as a point of escalation for complex client matters, critical incidents, and service delivery risks.

Communication and Teamwork

- Build and support a high-performing team focused on achieving key performance indicators.
- Represent Western Health and the Orange Door professionally, and promote services effectively.
- Foster a collaborative and respectful team environment.
- Apply effective decision-making and conflict resolution techniques.
- Build constructive relationships with external agencies, businesses, and community services.
- Motivate and support the team through periods of change and transition.
- Participate in the organisation's Continuous Quality Improvement (CQI) activities.
- Contribute to service monitoring to ensure alignment with organisational goals and standards.
- Support the development and review of policies, procedures, and work instructions.
- Foster a workplace culture that prioritises staff wellbeing, psychological safety, and workforce sustainability.

Other Key Responsibilities

- Maintain accurate and complete records in line with legislation, records management standards, and privacy and information security policies.
- Adhere to occupational health and safety (OHS) legislation and promote a safe working environment for all.
- Record service delivery hours for all client-related activities.
- Work collaboratively with Western Health Home Agency Managers to address performance concerns.
- Notify the Western Health Home Agency Manager promptly about any critical incidents or client deaths involving Western Health staff.
- Perform other duties as directed by the Western Health Home Agency Manager.
- Comply with reasonable instructions from the Orange Door Hub Manager and Partner Agency Managers.
- Support audit readiness and implementation of continuous quality improvement initiatives.
- In addition to these responsibilities, contribute to the achievement of Key Organisational Accountabilities aligned with Western Health's strategic priorities.

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<p>Workplace Health and Safety Demonstrate an understanding of shared responsibility for workplace safety and actively contribute to maintaining a safe work environment.</p> <p>Final Note Follow the reasonable direction of the Orange Door Hub Manager, Western Health Home Agency Manager and other partner Home Agency Managers.</p> <p>In addition to the key responsibilities specific to your role, you are required to deliver on the WH AH Capability Framework and the Key Organisational Accountabilities which are aligned with the Western Health strategic aims.</p>
<p>Key Working Relationships</p> <p>The Orange Door operates as a partnership across multiple stakeholders. The holder of this position must prioritise the needs and expectations of Western Health while also maintaining and strengthening positive working relationships across all partner organisations. The holder must not undertake any action that may damage the trust, collaboration, or integrity of the Orange Door partnership.</p> <p>Internal:</p> <ul style="list-style-type: none"> • Director of Operations, ICHS. • Western Health Home Agency Manager- WMA. • Western Health Home Agency Manager- BMA. • Manager of Counselling and Family Violence. • Team Leaders. • Senior Practitioners. • Practitioners. • Colleagues from the Western Health Family Violence and General Counselling Team. • Students. <p>External:</p> <ul style="list-style-type: none"> • Department of Families Fairness and Housing • Family Safety Victoria • Victoria Police • Community Based Child Protection. • Other partner agencies within The Orange Door networks of Brimbank Melton and Western Melbourne, detail of partner agencies is provided below. <p>The Orange Door operates under a matrix management model. This means you may at times provide day-to-day supervision to staff from other partner agencies as well as receive day-to-day supervision from Managers from partner agencies.</p> <p>The partner agencies within the Brimbank Melton and Western Melbourne Orange Doors are;</p> <ul style="list-style-type: none"> • Brimbank Melton: MacKilliop, GenWest, Western Health, Community Based Child Protection, VACCA and VCSAL. • Western Melbourne: Anglicare, GenWest, Western Health, Community Based Child Protection, VACCA and VCSAL.
<p>Selection Criteria</p> <p>KSC1 Qualifications and Prerequisites:</p> <ul style="list-style-type: none"> • To be considered for this position, candidates must meet the Victorian Government’s Mandatory Minimum Qualifications (MMQ) Policy (2021) or demonstrate a clear plan to be working towards meeting these requirements. <p>KSC2 Experience:</p> <ul style="list-style-type: none"> • Demonstrated ability in clinical and/or practice leadership in the area of family violence. • Previous experience in the provision of family violence services to perpetrators and/or victim survivors, ideally in a primary care or community health setting.

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- Demonstrated understanding and experience in undertaking comprehensive risk and needs assessments and risk management responses (safety planning) for victim survivors.
- Demonstrated experience in completing client centred assessments and collaborative development of support plans and goals.
- Demonstrated experience working with clients with complex needs and behaviours (eg. trauma, substance abuse, mental health, parenting issues, disability).

KSC3 Personal Attributes:

- Able to work effectively independently and as part of a multidisciplinary team.
- Demonstrated commitment to ongoing professional development and continuous quality improvement.
- Demonstrated commitment to promoting a positive, productive and supportive team.
- Demonstrated ability to manage personal values, prejudices and biases when working with victim survivors and perpetrators.
- Demonstrated ability to engage in reflective practice when working with victim survivors and perpetrators.
- Ability to take on feedback and make necessary changes.
- Demonstrated ability to regulate emotions and maintain professionalism in a high-pressure and constantly changing environment.

KSC 4 Technical Knowledge:

- Strong computer literacy.
- Demonstrates commitment to ensuring continuous quality improvement.
- Demonstrated understanding of the men's family violence behaviour change theoretical and practice frameworks and the issues contributing to the incidence and prevalence of family violence.
- Demonstrated understanding of risk and safety issues for women and children experiencing family violence and for men who are perpetrating family violence.
- Advanced understanding of relevant legislation and practice frameworks relating to family violence practice, including but not limited to the Family Violence Information Sharing Scheme (FVISS), Child Information Sharing Scheme (CISS), and Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM).
- Ability to engage in anti-collusive practice with clients who perpetrate family violence.

KSC 5 Communication:

- Demonstrated ability to network with other health and family violence service providers and community organisations, for the ongoing support and intervention with clients perpetrating family violence and those experiencing family violence.
- Ability to work with diverse client groups to establish effective therapeutic relationships.
- High level interpersonal and communication skills, advocacy, negotiation and conflict resolution skills.
- Demonstrated success in maintaining external networks and collaborative relationships with professionals both internal and external.
- Demonstrate the ability to communicate with respect and influence.

KSC 6 Confidentiality:

- Ability to apply principles of confidentiality, privacy and maintain confident communication within the relevant legislative frameworks for the sharing of information.

Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment.
- Obtain a working with children check prior to employment (if requested).
- Obtain an Immunisation Health Clearance prior to employment.
- Report to management any criminal charges or convictions you receive during the course of your employment.
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures.

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- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health.
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008.
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines.

General Information

- Redeployment to other services or sites within Western Health may be required.
- Employment terms and conditions are provided according to relevant award/agreement.
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace.
- Western Health is committed to Gender Equity.
- Western Health provides support to all personnel experiencing family and domestic violence.
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.
- Western Health is a smoke free environment.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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