

## POSITION DESCRIPTION

<b>Position Title:</b>	Western Health Home Agency Manager, The Orange Door Western Melbourne
<b>Business Unit/Department:</b>	The Orange Door – Western Melbourne
<b>Division:</b>	Integrated Community Health Services
<b>Award/Agreement:</b>	Allied Health Professionals Single Interest Enterprise Agreement 2021-2026 / Medical Scientists, Pharmacists and Psychologists VPS Enterprise Agreement 2021 - 2025
<b>Classification:</b>	Grade 4
<b>Reports To:</b>	Manager, Counselling and Family Violence
<b>Direct Reports:</b>	Yes
<b>Date Prepared/Updated:</b>	14 April 2025

Position Purpose
<p>The Orange Door Program is a key family violence initiative referred to in the Royal Commission on Family Violence report as support and safety hubs. The intention of this service initiative is to provide a seamless access point for:</p> <ul style="list-style-type: none"> <li>• Adults, children and young people who are experiencing family violence</li> <li>• Families who need support with the care and wellbeing of children and young people</li> <li>• Perpetrators of family violence.</li> </ul> <p>The Orange Door brings a strong focus to perpetrator accountability. This includes identifying and responding to perpetrators.</p> <p>Western Health (former Djerriwarrh Health Services) has had close to thirty years' experience providing men's family violence services to perpetrators in the Melton region. They are now part of a Consortium to establish two new Orange Door networks in the Western Region and within this hold responsibility for delivering the Men's Perpetrator Intake program.</p> <p>The Home Agency Manager is a key leadership position in the Orange Door Western Melbourne region. The position will provide operational leadership and support to Western Health staff in the region. The Home Agency Manager will collaborate with the Manager of Counselling and Family Violence and other relevant internal and external stakeholders to provide operational oversight of day-to-day services at the Orange Door, and in particular, those services provided by Western Health staff.</p>
Business Unit Overview
<p><b>Integrated Community Health Services Directorate</b></p> <p>The Orange Door sits within the Men's 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</p>

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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.

### **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 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 perpetrators to account by providing best practice assessment and interventions to address the risk perpetrators 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 perpetrators/men's services, with expert support tailored to each family member's needs.

### **Key Responsibilities**

- Work with the Operational Leadership Group and other relevant local stakeholders and governance groups to lead and contribute to strategic planning for The Orange Door Western Melbourne
- Provide authoritative advice on key operational matters, including emerging issues, and risks to the Operational Leadership Group, and collaborate on accompanying strategies to manage said risks.
- Work with The Manager of Counselling and Family Violence to contribute to the broader strategic direction of the Orange Door Western Melbourne
- Oversee change management initiatives to develop The Orange Door in line with the Statewide Concept.
- Manage the implementation of operational changes to policy and procedure across the Orange Door Western Melbourne.
- Support service delivery and facility management, and ensuring that policies and procedures, standards and guidelines are understood and adhered to by Western Health staff within the Orange Door.
- Establish and monitor systems and procedures to support integrated service delivery, track progress and identify barriers, and accompanying strategies to address them.
- Provide line management, supervision and day-to-day support to Western Health Team Leaders and Practitioners, facilitating their professional development and ensure adherence to operational guidelines and the integrated practice framework.
- Lead and collaborate with Team Leaders and Practice Leads to identify and resolve operational and service delivery issues as they arise.
- Lead recruitment processes for new Orange Door staff.
- Identify relevant training needs for staff to ensure best practice requirements are being met in service delivery, and organise appropriate development activities to meet these needs.
- Oversee budget in relation to recruitment, training, facilities and brokerage.

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- 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.
- Model an integrated approach and behaviour to staff in accordance with the integrated practice framework.
- Develop and consolidate strong collaborative relationships within the Operational Leadership Group, including across FSV, DFFH, and other partner agencies, to facilitate integrated operations and a shared vision for the Orange Door.
- Effectively negotiate with key stakeholders on contentious issues, and influence positive mutually beneficial solutions.
- Provide oversight of partnership agreements and operating protocols between Western Health and FSV.
- Work effectively with culturally diverse services and communities to ensure that culturally diverse service users receive responsive, inclusive and culturally appropriate services to meet their needs.
- Monitor key performance indicators for operational service delivery at a team and individual level, and ensure a high level of performance against identified targets.
- Ensure that Western Health staff work in accordance with legislative requirements and occupational health and safety policies and procedures.
- Lead and manage relevant projects directed at continuous improvement of operational service delivery.
- Participate in compliance and quality assurance processes to ensure standards of service delivery are met.
- Duties as directed by the Manager, Counselling and Family Violence, and Director, Integrated Community Health Services.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

### Key Working Relationships

#### Internal

- Manager, Counselling and Family Violence
- Director, Integrated Community Health Services
- The Orange Door Western Health Team Leaders and Practitioners
- The Orange Door Western Health Practice Leads

#### External

- Hub Managers, Western Melbourne
- Home Agency Managers, Orange Door Partner Agencies – Mackillop, Genwest, VACSAL, VACCA, Child Protection.
- Service System Navigators, Western Melbourne

### Selection Criteria

#### Knowledge and skills

- Leadership: Strong knowledge and experience working in management within a clinical context. Experience within a family violence service delivery environment preferable. Has the capability to lead and drive a positive working culture, and able to develop, manage and motivate high performing teams.
- Stakeholder engagement: Able to develop and consolidate strong collaborate working relationships with both internal and external stakeholders in the pursuit of integrated service delivery. Able to

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navigate and manage complex stakeholder relationships where agencies frequently have competing demands. In these instances, able to effectively represent organisational goals and negotiate mutually beneficial solutions to contentious issues.

- **Systems Thinking:** Competently navigates a complex service delivery environment and ensures best practice processes and outcomes. Able to identify trends, risks, and opportunities within the service environment and then effectively change manage and implement innovative solutions to emerging issues.
- **Resource Management:** Experience in preparing, monitoring and managing budgets in line with legal requirements and organisational guidelines. Effectively manages and optimises organisational resources in the pursuit of high quality service delivery.
- **Strategic Thinking and Planning:** Considers the broader service environment and able to develop and lead the strategic direction of the agency and translate this direction into team plan and activities. Engages key stakeholders in strategic planning process and work towards integrated service delivery goals and service improvements.

### **Personal qualities**

- **Relationship building:** Establishes and maintains relationships with people at all levels. Works collaboratively in forming partnerships with key stakeholders, and fosters trust through consistent, value-based actions and clear communication.
- **Resilience:** Able to remain emotionally regulated when under pressure, and model such to staff as an organisational leader. Collaborates, plans and responds appropriately and decisively to emerging issues to resolve challenges.
- **Drive and commitment:** Demonstrates enthusiasm and commitment to driving team, organisation, and partnership goals. Demonstrates capacity for sustained effort and hard work; sets high standards of performance for self and others; enjoys a vigorous and dynamic work environment.
- **Flexibility:** Adjusts rapidly and effectively to changes in processes and priorities. Able to invite, consider and value other perspectives and incorporate into shared actions and goals. Accommodates and works productively with others who have different ideas and a different work style.
- **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. Encourages and participates in the resolution of conflict within the group.

### **Qualifications**

- Relevant qualification(s) in social work, welfare, psychology or a related discipline in accordance with Recommendation 209.
- Qualifications in management also valued.
- Experience in the family violence sector desirable.

### **Specialist Expertise**

- A 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.
- A knowledge and understanding of the current family violence service environment in Victoria driven by the Royal Commission and resulting sector reform.
- Demonstrated experience in senior management and leadership in complex service delivery environments.

### **Additional Requirements**

All employees are required to:

- Obtain a National Police History Check prior to employment

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- 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. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Immigration website [www.immi.gov.au](http://www.immi.gov.au) and can be searched for under the phrase, 'penal clearance certificate'.
- A current Employee Working with Children Check (WWCC) card is required. Currency will need to be maintained by the employee for the period of employment in The Orange Door.
- 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
- 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

- 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: [Click here to enter the Employee's name.](#)

Employee's Signature: \_\_\_\_\_

Date: [Click here to enter a date.](#)

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