

POSITION DESCRIPTION

Position Title:	Team Leader – Orange Door
Region:	Western Melbourne
Business Unit/Department:	The Orange Door- Western Melbourne
Directorate:	Integrated Community Health Services
Award/Agreement:	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement
Classification:	Social Worker Grade 3 or Community Development Worker Class 3 dependent on qualifications and experience
Reports To:	Orange Door Home Agency Manager
Direct Reports:	Yes
Date Prepared/Updated:	17 May 2024

<p>Position Purpose</p> <p>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.</p> <p>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 in order to maintain a high quality of service to people accessing the Orange Door for support.</p> <p>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.</p>
<p>Business Unit Overview</p> <p>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</p>

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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.

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 following clinical supervision guidelines.
- Stay updated on relevant issues in domestic and family violence practice.
- Participate in annual performance management processes.
- Engage in training and educational opportunities outlined in the annual professional development plan.
- Build and maintain relationships at all levels, fostering harmony and consensus while diplomatically handling disagreements.
- Demonstrate initiative by identifying and seizing opportunities for action.
- Set high standards of performance for self and colleagues, modelling a strong work ethic.
- Collaborate effectively with team members, respecting diverse working styles and resolving conflicts constructively.
- Actively engage in supervision, secondary consultation, and professional development as required.
- Participate in Western Health Leadership meeting, Orange Door Leadership Meetings, Team Meetings, Planning Days, and Agency Activities.
- Engage in various Orange Door activities, including training, consultations, and community engagement initiatives.

Administration, Documentation, and Reporting:

- Ensure accurate and timely documentation within client records.
- Handle relevant administrative tasks and program data as needed.
- Adhere to agency and funding body requirements for information completion.
- Manage staff and duty rosters efficiently.
- Support the induction of new team members and support them to understand Orange Door workflows.
- Review case closure documentation for completeness and compliance.
- Monitor team workload and individual practitioner performance.
- Share relevant risk information with Practice Leaders and Hub Leadership as necessary.
- Participate actively in integrated supervision sessions for practitioners.

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- Support and Motivate Western Health practitioners as well as your integrated team to achieve key performance indicators.

Technical Skills and Knowledge:

- Drive cultural change collaboratively and promote integrated practice and clinical excellence.
- Design and implement innovative practices to enhance integrated practice and uphold quality clinical standards.
- Recognize the need for change, engage stakeholders, and facilitate its delivery.
- Lead and embed integrated practice and quality clinical standards.
- Conduct client risk assessments and manage risks effectively.
- Maintain a deep understanding of legal frameworks related to family violence and vulnerable populations.
- Apply systems thinking to identify trends, obstacles, and opportunities.
- Provide case direction to team practitioners and ensure timely client support.
- Possess sound knowledge and engage effectively with various client groups, including adults using family violence, victim survivors, parents, young people, and children.

Communication and Teamwork:

- Represent the organisation professionally and promote services effectively.
- Foster a harmonious team-based environment.
- Apply effective decision-making and dispute resolution principles.
- Network constructively with other agencies, businesses, and services.
- Motivate the team positively, especially during periods of change.
- Participate in the organisation's Continuous Quality Improvement (CQI) processes.
- Contribute to monitoring service provision to ensure alignment with standards and organisational goals.
- Participate in policy, procedure, and work instruction development and review as appropriate.

Workplace Health and Safety:

- Demonstrate understanding of shared responsibility for workplace safety.

Any other duties as directed.

In addition to the 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:

- Director, Integrated Community Health Services
- Manager Counselling and Family Violence
- Partner/ Home Agency Manager
- Colleagues, Family Violence Services and other programs,
- Students
- Clients/Patients
- GenWest, Anglicare, VACCA and VCSAL practitioners, team leaders and practice leaders.
- Community Based Child Protection.

Note: The Orange Door operates under a matrix management model. This means you will provide day-to-day supervision of staff from other agencies.

External:

- Victoria Police and other Mandated Authorities as designated.
- Specialist Children's, Women's and Men's Family Violence services.
- Western Integrated Family Violence Committee.

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Selection Criteria

KSC1 Qualifications and Prerequisites

- Bachelor of Social Work or equivalent, or a willingness to upgrade from a Diploma of Community Services (Welfare Studies) to a degree qualification relevant to the field.
- Evidence of relevant professional development completed in working with family violence victims and perpetrators.

KSC2 Experience.

- 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.
- 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.

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.

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).

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- 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

- 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:	Click here to enter the Employee's name.		
Employee's Signature:		Date:	Click here to enter a date.

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