Position Description

Title	Integrated Practice Leader
Business unit	The Orange Door, Hume Moreland, Child Youth & Families, North Division
Location	Broadmeadows
Employment type	Full time | Ongoing
Reports to	Senior Manager, Parenting & Family Hume Moreland C&F Alliance

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

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 is also intended to hold perpetrators to account by planning interventions to address the risk they pose and challenging 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.

The safety of victim survivors and children is The Orange Door's first priority. The Orange Door also recognises that a gendered understanding of family violence and an understanding of child and family

vulnerability are critical to effective services and systems. The Orange Door is accessible, safe and welcoming to people, providing quick and simple access to the support and safety they need. They will also engage perpetrators and plan interventions to hold them to account.

Given the phased approach to implementing The Orange Door and the evolving nature of the design process, certain elements of the service model may change over time. The role and operations of The Orange Door will not be static or fixed at one point in time. Just as the practice of The Orange Door will be informed by emerging needs and evidence, and firmly embedded with the principle of continuous improvement, the design and implementation of The Orange Door will continue to develop and be informed by community needs, co-design, evaluation, and practice learnings. Future development of the service model will continue to be set at the statewide level, informed by local practice and experience.

Role of The Orange Doors

The Orange Door will deliver a fundamental change to the way we work with women, children and families, and men. The role of The Orange Door is to provide:

- a more visible contact point so that people know where to go for specialist support
- help for people to identify family violence and child wellbeing issues
- advice based on contemporary risk assessment tools and guidance
- specialist support and tailored advice for victims, families and children, and perpetrators
- connection and coordination of access to support
- a system-wide view of service capacity, client experience and outcomes

The Orange Door will support the agency of women, children and families, to ensure that the services they receive meet their needs and their goals.

The Orange Door will help to maintain a focus on perpetrators, so the risk they pose can be assessed, and they are held to account for their behaviour.

The Orange Door Team

The Orange Doors will bring together different workforces and practices to create an integrated Orange Door team and a consolidated intake point in each Orange Door area to create 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 children.

This will be achieved by drawing on the expertise of CSOs, Aboriginal services and DFFH 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 (known as 'Enhanced Intake Services')
- receive child wellbeing referrals
- provide the Child FIRST service
- 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 launch site the size of the team will vary to reflect the local needs and available resources. The Hume Moreland Orange Door is currently characterised as a medium sized team with around 90 full time effective positions. This is anticipated to grow over time. The primary access point is in Broadmeadows with two access points being planned in high demand areas across the Hume Moreland catchment.

Position Description
Integrated Practice Leader

1. Position purpose

The Integrated Practice Leader is a practice leadership position in the Support and Safety Hub (The Orange Door).

The Integrated Practice Leader role is responsible for driving integrated practice across The Orange Door and for providing practice leadership and expert advice to The Orange Door workforce on complex cases requiring an integrated or multi-disciplinary approach. These roles will build the capability of The Orange Door workforce to deliver integrated functions and services responding to family violence, child and family vulnerability and functioning, and perpetrator interventions, in line with The Orange Door Service Model and the Integrated Practice Framework.

Auspiced by Uniting within the Hume Moreland Orange Door network, this Integrated Practice Leader will work in collaboration with the Hub Manager, the Integrated Practice Leader auspiced by Berry Street and other practice leaders and team leaders, also auspiced by partner agencies, to lead the delivery of high quality, safe and effective service responses to Victorians seeking support and services through The Orange Door.

In the Hume Moreland Orange Door the Practice Leader roles auspiced by partner agencies include:
Senior Child Protection Practitioner/s (DFFH)
Advanced Family Violence Practice Leader (Berry Street)
Advanced Family Violence Practice Leader (Men's) (DPV Health)
Aboriginal Practice Leader (VACCA)
Children and Young Person's Practice Leader (Uniting) &
Two Integrated Practice Leaders (Uniting and Berry Street).

These Practice Leader roles play a pivotal role in contributing to The Orange Door Leadership, providing expert practice advice through utilising relevant theoretical frameworks. The Orange Door operates within an Integrated Practice Framework reinforced by all the Practice Leaders working collaboratively across their 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.

The Orange Door leadership team operates within a matrix management model to facilitate this integrated practice and to ensure that the specialist advice from a range of disciplines can be shared and promoted outside of the traditional line management reporting lines.

Uniting is responsible for the flexible funding monies that ToD practitioners can access, in response to identified client needs requiring an immediate response during the intake phase, prior to case closure with no further action or prior to allocation to a core service or a referral to another appropriate community service. Uniting's Senior Manager, who is Uniting's representative on the OLG, will have overall responsibility for the flexible funds. A streamlined application process will be implemented in The Orange Door to enable the timely delivery of the flexible funding for cases managed by the CIT Team or in the Assessment & Planning Teams within the TOD Intake process. ToD practitioners will be supported by their Team Leaders to prepare brokerage applications with additional consultation provided by the Practice Leaders as appropriate. Uniting's Integrated Practice Leader will have day to day oversight of the brokerage process in The Orange Door, while the approval and payments processes will be managed by Uniting's Senior Manager in conjunction with Uniting's flexible funding coordinator in Hume Moreland.

2. Scope

Budget: Nil

People: Nil

3. Relationships

Internal

- Executive and Senior Program Management
- Employees, volunteers & contractors
- Uniting Corporate, Support Services and Mission divisions
- Other Operational services

External

- Department of Families Fairness and Housing
- Department of Education and Training
- Victoria Police
- Local Aboriginal Community Controlled Organisations (ACCO)
- Hume Moreland Child & Family Alliance Partners
- Northern Integrated Family Violence Services Partnership
- Hume Moreland Smart Services Network

4. Key responsibility areas

Leadership & professional practice

- Lead integrated practice and facilitate decision making by:
  - Providing secondary case consultation and technical input on complex cases
  - Working with The Orange Door practice leaders, team leaders and practitioners to identify and resolve clinical and practice issues as they arise, including where there are different views within The Orange Door team
  - Establishing systems and procedures to guide integrated practice and track progress
  - Operating with autonomy and accountability in leading integrated clinical practice
- Provide specialist and advanced practice leadership and support to practitioners by:
  - Leading, mentoring and developing Orange Door staff in case practice
  - Where appropriate jointly managing a small caseload of complex and/or highly sensitive cases
  - Co-working with and providing daily support (as requested and required) for team leaders
  - Working in partnership with the other practice leaders, team leaders and other partner agency managers, where appropriate, to foster high quality service
  - Modelling integrated practice approaches and behaviours, which emphasise the importance of acting in children and young people's best interests, integral to ethical practice, including accountability and responsibility for decision making
  - Modelling and supporting culturally safe, inclusive and responsive practice
  - Promoting evidence-based approaches, as well as continuous improvement in professional practice and the delivery of integrated Orange Door services
  - Providing practitioners with relevant information and access to systems to support safe and effective practice approaches.
- Build capability of practitioners to deliver integrated functions and services responding to family violence, perpetrator interventions, and child and family development, and function in line with The Orange Door Service Model, MARAM & Family Violence & Child Information Sharing Schemes, the Integrated Practice Framework and relevant legislative frameworks (including the Children, Youth and Families Act 2005 and Child Wellbeing and Safety Act 2005).
- In partnership with other practice leaders, support clinical and practice professional development and training of practitioners by:
  - Undertaking analysis of clinical and professional development needs across the workforce, monitoring quality of clinical practice, identifying areas for quality improvement and responding to local learning needs

- Coordinating professional development opportunities for The Orange Door workforce, in partnership with Family Safety Victoria, CSOs, DFFH and Aboriginal services coming together to deliver Orange Door services
- Leading reflective practice for The Orange Door teams
- Fostering and facilitating practice innovation.

Stakeholder relationships, risk & administration

- Provide sound judgement and authoritative advice on risks, priorities, accountability, and practice matters to The Orange Door team, and where relevant the Hub Manager and/or relevant Hub governance groups.
- Build and maintain positive relationships with key stakeholders to facilitate a partnership and integrated practice approach.
- Manage stakeholders through effective negotiation and influence, and harnessing this network to support clients and ensure effective Orange Door operations
- Use the Client Relationship Management System (CRM) for recording, analysis and review of client information.
- Participate 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.
- Keep 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.

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.

5. Person specification

Qualifications

- Professional clinical experience and relevant qualification(s) in social work, psychology or a related discipline is essential.

Experience

- 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 capacity to think strategically and contribute to service reform, with strong experience in managing stakeholder relationships and working in partnership, improving outcomes for individuals, children and families experiencing vulnerabilities.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values respect the uniqueness and value of every individual; establish and maintain right relationships that enable people to be influential in their own support arrangement and ensure they are treated with dignity and respect; build on strengths and abilities of all; demonstrate transparency and accountability
- **Works collaboratively to drive cultural change:** 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 promote quality clinical 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 clinical and social services management roles:** has established expertise and capability to lead and embed integrated practice and quality clinical practice; has demonstrated experience in risk assessment and risk management; has demonstrated cross-sectoral expertise in relevant disciplines, including but not limited to a knowledge of the drivers/causes of family violence, child development, attachment and trauma theories; has deep understanding of the role of the law and legal system in the context of responding to family violence and vulnerable children and families; has demonstrated experience in working with practitioners and team leaders to encourage critical reflection, identifying thematic strengths, and deficits to continually improve service delivery to clients; and has demonstrated a sound understanding of and capacity to participate in and support the implementation of a well-functioning matrix management model which facilitates integrated practice and ensures specialist advice from a range of disciplines can be shared and promoted outside of traditional line management reporting lines.
- **Stakeholder partnerships:** identifies issues in common for one or more stakeholders and uses 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.
- **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; understands strong emotional reactions and seeks ways to more effectively manage them.
- **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.
- **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.

Other Requirements

- Legal eligibility to work in Australia
- Current Australian Driver's Licence
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Current Working with Children Check (Victoria)
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health and Safety)

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, always. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

	Employee
Name:	
Signature:	
Date:	