

Position Description

Title	Manager Orange Door
Business Unit	Child and Family Services, Southern Melbourne
Location	311 Lonsdale St Dandenong, with travel to other Orange Door locations
Employment type	Full time Ongoing
Reports to	Senior Manager Child and Family Services

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

1. Position purpose

Orange Door

Orange Doors 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 infants, children and young people.

This is achieved by drawing on the expertise of Community Service Organisations (CSOs), Aboriginal Services, Family Safety Victoria (FSV) and Department of Families, Fairness & Housing (DFFH), and bringing together workers from organisations that currently:

- receive police referrals for women 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.

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The Orange Door team includes a mix of staff employed CSOs (including Uniting), Aboriginal services and FSV and DFFH.

Within the Orange Door Southern Melbourne, Uniting will be responsible for the provision of services specifically for families in need of support with the care, development and well-being of infants, children and young people.

Manager Orange Door

The Manager Orange Door is responsible for the leadership and operational management of Uniting's teams within the Southern Melbourne and Bayside Peninsula Orange Doors; and leadership of the Orange Door integrated practice and matrix supervision model, in conjunction with partner agencies, FSV and DFFH.

The position has a strategic and operational focus and plays an active role in achieving Uniting's Strategic Objectives and will provide management, supervision, development, and support to Uniting's Orange Door Team Leaders to ensure the effective delivery of program requirements and the provision of a high quality of service to people accessing support.

Within the Southern Melbourne Area, the role will support the initial implementation and establishment period, and lead key tasks including the successful recruitment of new staff, transition of existing staff, and their induction into the new Orange Door environment.

Orange Doors operate within a matrix management structure and it will be essential that this position is able to develop and maintain sustainable and productive partnerships with partner organisations, FSV and DFFH.

2. Scope

Budget:

- SMA Orange Door approximately \$6.4M
- BPA Orange Door approximately \$1.1M

People:

- Orange Door Team Leaders x 6
- Indirect reports approximately 42 – Orange Door Senior Practitioners & Practitioners

3. Relationships

Internal

- Senior Program Management
- Practice Leadership Team
- Uniting employees, volunteers & contractors
- Uniting Corporate, Support Services and Mission divisions

External

- Other members of the Orange Door team including employees of other Community Services Organisations, DFFH and FSV
- Funders, e.g. DFFH, FSV

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4. Key responsibility areas

Program leadership

- Ensure the successful implementation and establishment of the program in the Southern Melbourne Area
- Ensure the ongoing development and continuous improvement of the program in the Southern Melbourne and Bayside Peninsula Areas
- Provide leadership that fosters high functioning teams that work successfully within the complex Orange Door environment
- Ensure service targets, program requirements and quality standards are met

Leadership & professional practice

- Contribute to the Senior Leadership Team and support Team leaders in the execution and achievement of the Strategic Plan and business operational objectives
- Support innovation to improve service delivery using methodologies that meaningfully enable consumer participation and inclusion and respond to emerging needs
- Implement and drive consistently high quality, customer centric and culturally competent programs and services
- Develop & Support Team Leaders and ensure that regular, appropriate supervision and reflective practice is provided across all programs and services and that service delivery reflects contemporary practice
- Participate in activities and forums to influence public policy discourse and direction in line with Uniting's policy including advocacy alongside people with a lived experience and other key internal and external stakeholders (where relevant)
- Contribute as directed to research, conferences, training and/or forums

Service delivery and partnerships

- Implement and monitor strategies to ensure services are accessible to and inclusive of the diverse communities the program/service portfolio serves
- Lead continuous quality improvement processes to achieve high performance and optimum consumer and community outcomes
- Identify and encourage a broad range of sustainable collaborative partnerships with consumers, local, regional and networks and key stakeholders to support and promote the development of a broader service profile for Uniting
- Ensure professional representation within the external environment and sector
- Contribute to business development activities (e.g. tender applications) and opportunities leveraging partnerships where possible
- Implement the collection and analysis of data and other relevant evidence to support continuous improvement, staff development and business development purposes
- Lead local incident and disaster emergency response, as required

People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team to achieve best practice within a continuous improvement framework
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.
- Undertake team building with staff and effectively implement program changes, in line with best practice and in conjunction with staff
- Participate in the recruitment and retention process

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Legal requirements & risk management

- Ensure all legal, funding, compliance and statutory requirements are met including serious incidents, reportable conduct, mandatory reporting (child safety) and mandatory case practice requirements. Proactively develop, implement and review contingency plans, if required
- Develop the annual budget for the Orange Doors and monitor and manage financial and human resources, in consultation with the Senior Leadership team, to achieve optimal service outcomes, efficiency and sustainability
- Proactively identify and report on financial risks that may result in potential variations and contribute to the implementation and review of remedial plans, as required.
- Embed strong risk management practices in services and 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 in line with agency policies and procedures.
- Contribute to the development and implementation of regular reporting on a comprehensive suite of service delivery and related issues (staffing, financials, opportunities, planning, compliance etc.) including remedial action plans, as required
- Ensure appropriate information and record keeping, case reporting, document storage and retrieval processes and systems are in place and maintained in line with knowledge management procedures.

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

- Bachelor level in relevant professional discipline such as social work, psychology or social science (required)
- Masters level in management or equivalent (desirable)

Experience

- Significant experience in developing and leading complex programs and services
- Demonstrable leadership experience
- Extensive knowledge of child, youth and families and family violence sectors including the current reform agenda, relevant legislation and regulations.
- Knowledge and understanding of trauma informed practice.

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- Well-developed business acumen.

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
- **Consumer centeredness** – foster, promote and implement a culture that keeps consumers at the centre of everything we do; demonstrates an awareness of and prioritises the needs of consumers; focuses on optimal outcomes for consumers
- **Cultural awareness** – demonstrated knowledge of practices to engage and assure the cultural safety of clients from a diverse range of backgrounds, including those from an Aboriginal, Torres Strait Islander or CALD background, or the LGBTI community.
- **Leadership** – strong leadership and management skills and knowledge within a complex service delivery environment; ability to build strong, high functioning, teams and align teams with the organisational values and goals, particularly those related to consumer-centricity; Experienced in the management, development and coaching of staff and the resolution of complex staffing matters; role modelling expected behaviour; strong ability to establish credibility with staff and inspire a shared vision.
- **Program and service development** – significant experience in the leadership and development of programs and services in a complex environment; experience co-designing, developing and evaluating programs and services with consumers and/or communities
- **Stakeholder relationships** – strong negotiation and influencing skills; ability to engage, build and maintain strong, mutually beneficial relationships with stakeholders; track record of being able to sustain positive, collaborative and effective relationships; promotes harmony and consensus through diplomatic handling of disagreements; builds trust through consistent actions, values and communication.
- **Change management** – knowledge of contemporary change management models; demonstrated experience in leading successful change programs at scale
- **Problem-solving** – proven ability to take a solution-focused and strengths-based approach within a complex, ambiguous and evolving community services environment
- **Communication** – strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal skills; high level written and verbal communication skills; ability to conduct presentations; ability to prepare high quality business cases and reports.

Other Requirements

- Legal eligibility to work in Australia
 - Current Victorian 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)
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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, at all times. 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.
