

Position Description

Title	Orange Door Senior Practitioner
Business unit	Child and Family Services, Southern Melbourne
Location	311 Lonsdale Street Dandenong, with future potential for other Orange Door locations in Southern Melbourne
Employment type	Full time Ongoing
Reports to	Team Leader Orange Door

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.

The Orange Door will have its main location at Box Hill, but in order to be accessible to clients, will establish a number of access points at other locations. Employees may work part of their time at an access point by negotiation.

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.

Senior Practitioner position

The Orange Door Senior Practitioner will work as part of a multidisciplinary team to deliver high quality, safe and effective responses to children, young people and families experiencing family violence and families in need of support with the care, development and well-being of infants, children and young people.

The Senior Practitioner will be required to complete initial and ongoing assessments for children and families using the "Best Interests" framework and may develop Family Action Plans, Safety Plans and make referrals to other services, as well advocate and provide support to client families.

A matrix management model will apply, with the Orange Door Senior Practitioner reporting to a Team Leader on a day to day basis. This Team Leader may be any employee of any of the organisations comprising the Orange Door. Formal line management and supervision will be provided to all Uniting employees by the Uniting Orange Door Team leader. The Senior Practitioner will also receive support and guidance from Orange Door Practice Leaders.

2. Scope

Budget: Nil

People: Nil

3. Relationships

Internal

- Team Leaders and Senior Program Management
- 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
 - Other community and health sector organisations providing services to children and families accessing Orange Door
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4. Key responsibility areas

Service delivery

- Receive referrals into the Orange Door
- Conduct Home Visits as required
- Provide information and advice to referrers
- Offer crisis intervention
- Undertake risk and needs assessments of children and families
- Demonstrate assertive outreach to hard-to-engage families
- Prepare reports, service documents and maintain accurate and up-to-date case notes
- Develop collaborative relationships with other agencies providing client services
- Liaise with schools and network service providers
- Broker services appropriate to the family's needs
- Advocate for families to needed services
- Participate in regular supervision with supervisor
- Set priorities and manage time appropriately

Senior responsibilities

- Support the Orange Door Team Leaders in managing referrals into the Orange Door.
- Work flexibly and collaboratively with Child Protection and other referral agencies while providing a needs and risk assessment and determining appropriate service response
- Contribute to the profile of Orange Door by undertaking community and professional education activities in consultation with the Orange Door Team Leader
- Assist the Orange Door Team Leader in the development and maintenance of positive team culture
- Support the Orange Door Team Leader in the professional development of the team including provision of mentoring and support to other team members as agreed
- Assist Orange Door Team Leaders with operational tasks, e.g. case reviews, family services allocation, triaging referrals from Child Protection and Police
- Supervise students on placement as required
- Maintain relationships and effective work practices with relevant stakeholders

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.
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5. Person specification

Qualifications

- A degree in Social Work, Psychology, or a related tertiary qualification relevant to child and family welfare

Experience

- Demonstrated ability as a practitioner in the child, youth and family welfare field
- A commitment to the family-centered approach and the family strengthening and empowerment models of practice
- An understanding of the 'Best Interests' framework, CYFA 2005 and Family Violence Protection Act 2008 is desirable
- An understanding of the gendered nature of family violence

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
- **Consumer engagement and case management:** ability to engage individuals and families and to provide outreach services, sometimes in a difficult or stressful context; Demonstrated ability to work flexibly to meet the current needs of women, children, young people and, families
- **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.
- **Stakeholder relationships:** ability to engage, build and maintain strong, mutually beneficial professional relationships with internal and external 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.
- **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; willingness to be proactive and help others; contributes to the continuous improvement of a positive, collaborative and effective work environment
- **Communication:** excellent interpersonal skills; strong written and verbal communication skills, including the ability to prepare for and conduct case plan meetings and implement agreed actions
- **Problem-solving:** proven ability to take a solution-focused and strengths-based approach within a complex, ambiguous and evolving community services environment
- **Administrative skills:** Excellent organisational skills; High level of attention to detail and accuracy; experience in handling sensitive information and maintaining privacy; knowledge of Client Management Systems / Databases or the ability to quickly develop competency in use of such systems; high level computer literacy skills including demonstrated experience in Microsoft Office; well-developed literacy and numeracy skills

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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.
