

Position Description

Title	Orange Door Team Leader
Business unit	Child and Family Services, Southern Melbourne
Location	311 Lonsdale Street Dandenong, with travel to other Orange Door locations
Employment type	Full time Ongoing
Reports to	Manager 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.

Position Description

Orange Door Team Leader

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.

Team Leader position

The Orange Door Team Leader is responsible for the management and coordination of an Integrated team as well as the support, mentoring, development of Uniting Practitioners and Senior Practitioners, in a matrix supervision model.

The position will provide practice guidance and leadership to practitioners across the Orange Door in the delivery of program requirements, to maintain a high quality of service to people accessing the Orange Door for support. This will involve ensuring there is close collaboration with the Orange Door Leadership team to provide an integrated and client focused service for women, children, young people and families experiencing family violence and families in need of support with the care, development and well-being of children.

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.

2. Scope

Budget: To be advised

People:

- Orange Door Senior Practitioner
- Orange Door Practitioners

3. Relationships

Internal

- 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
- Funders, e.g. DFFH, FSV

4. Key responsibility areas

Team leadership

- Contribute to all relevant program development and implementation, based upon research/evaluation and identified strategic goals and needs
- Maintain and develop appropriate networks both within and outside the sector
- Ensure that staff practice adheres to DHHS Family Services policies standards and regulations, and Uniting policies and standards

Position Description

Orange Door Team Leader

- Contribute effectively to the development and implementation of Agency and Regional Strategic Plans
- Lead and participate in relevant networks that support the development of effective system responses for vulnerable families
- Lead and participate in relevant funding meetings and other accountability requirements for relevant programs

Administration

- Assist with the management of case allocation, case planning and case review
- Provide reports based on analysed data and cases/group work as required
- Provide effective oversight of program data management
- Manage task allocation according to strategic and operational priorities and individual workload
- Effective monitoring and management of the group work budget
- Effectively manage and coordinate OH&S requirements in accordance with Agency Policy and Procedure

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

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
- Comply with relevant Occupational Health and Safety standards
- 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

Position Description

Orange Door Team Leader

- 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

- Significant management experience within child, youth and family welfare sector.
- A sound understanding of family and parenting issues, especially in the context of protective concerns
- Commitment to, and understanding of working with marginalised groups including indigenous and CALD clients
- Sound understanding of the "Best Interests" framework and the Child, Youth and Family Act (2005)
- Demonstrated commitment to service performance, evidence-based practice and improving outcomes for consumers
- Experience in developing and maintaining sustainable partnerships with key stakeholders.

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.
- **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.
- **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

Position Description

Orange Door Team Leader

- **Change management:** Demonstrated experience in leading teams through change management.

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)

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.
