

# Position Description

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| <b>Title</b>           | Senior Practitioner, The Orange Door |
| <b>Business Unit</b>   | The Orange Door - Hume Moreland      |
| <b>Location</b>        | Broadmeadows                         |
| <b>Employment type</b> | Full Time, Ongoing                   |
| <b>Reports to</b>      | Team Leader, The 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

### The Orange Door

The Orange Door brings 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 Services 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 Senior Practitioner

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

The Orange Door will have its main location at Broadmeadows, but, in order to be accessible to clients, will establish a number of access points at other locations. Employees may be based at one of the access points, currently proposed for Sunbury and Craigieburn.

Within The Orange Door Hume Moreland, Uniting will be responsible for supporting the provision of services 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 on 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. There may also be opportunities for group work.

The Senior Practitioner will also be a point of contact to provide support to the team and less experienced practitioners.

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 a Uniting Orange Door Team leader. The Senior Practitioner will also receive support and guidance from The Orange Door Practice Leaders.

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## 2. Scope

**Budget:** Nil

**People:** Nil

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## 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 The Orange Door
- Hume Moreland Child & Family Alliance partners
- Northern Integrated Family Violence Services Partnership

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### Orange Door Senior Practitioner

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#### 4. Key responsibility areas

##### Service delivery

Working collaboratively with The Orange Door team members and with a focus on children:

- Undertake case coordination and management aligned with the interim Integrated Practice Framework
- Receive referrals into The Orange Door and provide information and advice to referrers
- Develop collaborative relationships with other agencies providing client services, including liaison with schools and network service providers
- Deliver
  - screening and triage
  - assessment
  - crisis responses
  - service planning
  - targeted interventions
  - allocation and coordinated referrals consistent with the required practice frameworks
- Identify, assess and prioritise risk and needs of women and children, families and perpetrators, drawing on the expertise of different practitioners in a multi-disciplinary team.
- Work collaboratively with The Orange Door team to support integrated risk assessment and planning, including participating in case conferences and meetings.
- Deliver services and support via phone, within The Orange Door site and outreach at client's home or other sites.
- Identify when a Central Information Point (CIP) request is required and manage in line with procedures and guidelines
- Advocate for allocation into core services for clients.
- Apply for brokerage on behalf of clients in accordance with Brokerage Guidelines.
- Navigate the broader service system for clients by referring clients to services and providing clients with information and support.
- Record client information accurately on The Orange Door Client Relationship Management (CRM) system.
- Handle client information in accordance with the Family Violence Information Sharing Scheme (FVISS), information security and privacy policies and requirements.
- Share integrated service approaches and learnings with members of The Orange Door team and with employing agency.
- Contribute to the review, development and implementation of systems, policies and procedures, to build and enhance The Orange Door service model.
- Participate in formal supervision and performance development and management in accordance with Uniting requirements.

##### 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
- Assist The Orange Door Team Leaders with operational tasks, e.g. case reviews, family services allocation, triaging referrals from Child Protection and Police
- Assist The Orange Door Team Leaders in the development and maintenance of positive team culture
- Support The Orange Door Team Leaders in the professional development of the team including provision of mentoring and support to other team members as agreed
- Contribute to the profile of The Orange Door by undertaking community and professional education activities in consultation with The Orange Door Team Leaders
- Supervise students on placement as required
- Maintain relationships and effective work practices with relevant stakeholders.

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#### 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

- The minimum qualification for this role is a Bachelor of Social Work or other equivalent qualification in line with the minimum mandatory qualifications for family violence practitioners

### Experience

- Demonstrated ability as a practitioner in the child, youth and family welfare field including extensive experience in undertaking comprehensive risk and needs assessments and crisis management responses
- 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, Family Violence Protection Act 2008, FVISS, CISS and MARAM frameworks 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.

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- **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:** ability to cooperate and work 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.

#### Other Requirements

- Legal eligibility to work in Australia
- Current Victorian Driver’s License
- 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.**

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### 7. Acknowledgement

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

**Employee**

**Manager**

Name:



Signature:



Date: