



POSITION TITLE:	Brophy Programs Manager – Orange Door
POSITION NUMBER:	CS066
POSITION LOCATION:	Warrnambool
CLASSIFICATION:	SCHADS Level 7 (PayPoint will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
TEAM /DIVISION:	Orange Door – Family and Individual Support Services Division
EMPLOYMENT CHECKS:	Current National Police Check and Working with Children Check

OUR ORGANISATION

Brophy Family and Youth Services is a quality accredited Child Safe, not for profit organisation, with a community based Board of Directors. Our service provides a wide range of family, youth and children services across South West Victoria. We are a multi – site organisation, and employees may be required to work at any of our sites. These sites are based in Warrnambool, Portland, Hamilton and Colac.

Brophy Family and Youth Services actively values and promotes diversity in our community and affirms our commitment to always be inclusive and respectful to all, regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

We welcome people who are LGBTIQ+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTI inclusive practice.

Our values are: Social justice, Professionalism, Empowerment, Responsiveness and Partnership.

DIVISION AND PROGRAM OVERVIEW

The Family & Individual Support Services Division incorporates Integrated Family Services, Family Violence Programs, Housing and Support Linkages and the Orange Door (including Child FIRST). These four teams deliver 20 programs to a diverse range of people in our community.

The Division's purpose is to build the capacity of vulnerable families and individuals to enable them to self-manage and be the best they can be. A number of key frameworks and models are used by the division's enthusiastic and skilled staff to achieve this purpose. These include but are not limited to: Best Interest Framework, Gender and Trauma Informed practice, Duluth curriculum of Men's Behaviour Change Program, Safe and Together Principles, Motivational Interviewing and task focussed interventions.

THE 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 Family & Individual Support Services Division will have a team of leaders and practitioners that will be situated within 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 state-wide level, informed by local practice and experience.

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.

PRIMARY PURPOSE OF ROLE

The Brophy Programs Manager – Orange Door will be responsible for exercising leadership and managerial responsibilities of six direct reports within the Orange Door; two Team Leaders and four Practice Leader positions. The Team Leader positions are in the areas of Child Well Being and Men's Family Violence. The practitioners in these teams will be part of the access point for women, children and young people who are experiencing family violence or families who need assistance with the

care and wellbeing of children to access the services they need to be safe and supported. This will involve conducting comprehensive intakes and risk assessments.

The Practice Leader roles within the Orange Door play a pivotal role in contributing to The Orange Door leadership and providing expert practice advice utilising relevant theoretical frameworks. The Orange Door operates within an Integrated Practice Framework reinforced by Practice Leaders working collaboratively across the 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 Practice Leader positions within the Orange Door include:

Integrated Practice Leaders

The Integrated Practice Leaders will be responsible for driving integrated practice across The Orange Door and providing practice leadership and expert advice to The Orange Door workforce on complex cases requiring an integrated or multi-disciplinary approach. The role 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 Integrated Practice Framework.

Advanced Family Violence Practice Leader (Men's)

The Advanced Family Violence Practice Leader (Men's) is responsible for providing practice leadership on risk assessment, risk management and planning for family violence and providing expert advice to the Orange Door workforce in relation to complex family violence cases and perpetrator interventions. The Advanced Family Violence Practice Leader (Men's) will proactively build specialist evidence-based family violence knowledge and capability across the Orange Door workforce in line with the Orange Door Service Model and Integrated Practice Framework.

Children and Young Person's Practice Leader

The Children and Young Person's Practice Leader will proactively build the capability across The Orange Door workforce working collaboratively to engage with children and young people to ensure that the experiences and voices of children and young people inform the service response in line with The Orange Door Service Model and Best Interests Case Practice Model.

In the role of Program Manager – Orange Door, the incumbent is expected to have a strong knowledge of the principles and processes of relevant legislation pertaining to family violence in relation to children, young people, women, men and their families.

This position is required to establish appropriate community contacts, develop and maintain professional working relationships with a broad range of stakeholders and funding partners in the provision of the program's services to achieve improved outcomes for clients.

ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

The Program Manager – Orange Door will work at both our Warrnambool site and the Orange Door location and will work closely with the Executive Manager, Family and Individual Support Services. This will enable the incumbent to remain connected and involved with the rest of the Family and Individual Support Services division and with Brophy as an organisation. It is essential this role requires strong leadership and management skills, along with the ability to make sound strategic decisions, in

some instances in crisis or stressful situations, whilst maintaining confidentiality and professional boundaries.

The role is required to lead a diverse team of professionals to achieve program goals and client outcomes, monitor staff and ensure they maintain accurate client records, actively participate in and contribute to program service planning, along with all annual improvement activities to assist to lead in the achievement of organisational outcomes.

As this position regularly engages with other agencies within the Orange Door, the Program Manager – Orange Door must be able to work collaboratively with others, maintain professionalism and actively promote Brophy Family and Youth Services to the region and beyond.

REPORTS TO

The position reports to and is supervised by the Executive Manager – Family and Individual Support Services.

KEY RESPONSIBILITIES

Personal and Professional

- Develop and oversee program's professional development plan and budget.
- Provide leadership to program staff to promote advantaged thinking practices.
- Participate in the Performance Management process as required.
- Demonstrate a strong commitment to ongoing skill development and training relevant to a leadership role both personally and professionally.
- Ensure compliance with the relevant program Service Standards and Brophy's clinical governance and quality frameworks.
- Deliver and participate in regular supervision, support and reflective practice, as negotiated with Line Manager.
- Provide leadership during crisis and stressful incidents and monitor staff wellbeing.
- Actively lead team meetings, team planning days, senior leadership meetings and agency activities to ensure an integrated approach to service delivery.
- Participate in all core training designated by the Line Manager, to ensure integrity of the service delivery model.

Technical Skills

- Work effectively with the team leaders and practice leaders to monitor and implement demand management, monitoring and reviewing caseloads regularly to ensure a responsive and effective service; this also includes working with Team Leaders to allocate new clients if needed.
- Exhibit appropriate advocacy for all client groups within the Orange Door.
- Demonstrate a strong knowledge of the practice frameworks of trauma informed models of care, family therapy, and strength based models of intervention.
- Demonstrate leadership while working closely in partnership with other specialist family violence agencies
- Participate in the community development and educational aspects related to the programs.
- Participate in agency working groups and special projects such as Risk and Safety Panel and RAMP meetings as required.
- Provide information to staff of Brophy regarding issues for clients impacted by Family Violence.
- Lead and effectively administer the programs services in accordance with program service plans, service agreements and funding body requirements, including providing operational support to the staff in the programs.

- Act as Line Manager as required.
- Ensure you and team members have access to and comply with legislation, standards, policies, practices and procedures relevant to the program.
- Ensure a professional and ethical standard of care and service provision according to the philosophy of Brophy Family and Youth Services.
- Demonstrate a total commitment to Child Safety.

Customer Service

- Network and collaborate with a broad range of family violence services to ensure an integrated and collaborative service response to clients in the program that support positive client outcomes.
- Develop and maintain strong working relationships with key stakeholders such as other partners in the Orange Door.
- Display an awareness of the needs of clients from indigenous and culturally and linguistically diverse backgrounds.
- Preserve confidentiality on all issues relating to Brophy Family and Youth Services.
- Promote the program's services and the Agency throughout the region.
- Demonstrate an understanding of rural communities and the issues they face.

Continuous Quality Improvement

- Seek and review consumer feedback regarding the effectiveness of the programs services as part of BFYS Clinical Governance Framework.
- Participate in program evaluation activities that promote advantaged thinking and contribute to improved outcomes for clients.
- Participate in and contribute to BFYS quality improvement processes such as Results Based Accountability and other activities to meet service and accreditation standards.
- Ensure all program staff are inducted, trained and supported to follow policies and procedures in accordant with activities, addressing any concerns and reporting ongoing concerns.
- Lead change management and Quality and Continuous Improvement processes when required.

Team Work and Communication

- Lead and promote the development of a learning culture within the program team that fosters and drives improved client outcomes.
- Lead in ways which capture, communicate and share innovative ideas and practices.
- Model appropriate leadership behaviours to all workers across the Agency.
- Develop, support and maintain a positive team approach across the program area, Agency and with other service providers and partners.
- Manage conflict and disputes in a professional manner and in accordance with Brophy policy and procedures.
- Promote effective team communication and development by working professionally and co-operatively with all stakeholders to achieve the Agency's objectives.
- Undertake other appropriate duties as directed by the Line Manager.

Administration and Documentation

- Manage the utilisation of program brokerage and expenditure documentation.
- Ensure the timely and accurate completion of incident reports.
- Display a knowledge base that ensures all practices concerning personal information complies with Privacy Legislation and Health Records Act.
- Ensure best practice and professional standards for written correspondence produced by program staff.
- Ensure all relevant program planning, documentation; evaluation and reporting are completed in a timely and accurate manner.

- Ensure all relevant policies and procedures are implemented and adhered to, including the complaints handling procedures and methods for responding to critical incidents.

GENERAL RESPONSIBILITIES

- Adhere to Brophy's Employee Code of Conduct, and internal policies and procedures.
- Actively participate in all required supervision, annual performance management process, professional development and training activities.
- Participate in and contribute to Brophy Family and Youth Services quality improvement process and other activities to meet service and accreditation standards.
- Participate and contribute to the culture of a Learning Organisation environment.
- Maintain a healthy and safe work environment including supporting the monitoring and management of risk and WHS systems
- Participation in the development of consumer's participation activities within your program and Brophy.
- Demonstrate and commit to Brophy's organisational values and model these on a daily basis.

This position description describes in general terms the requirements for this position to operate on a normal day to day basis. However, these duties may be amended or varied from time to time, within the normal capacity of the role without changing the level of responsibility.

KEY SELECTION CRITERIA

Qualifications:

- Professional clinical experience and relevant degree qualification(s) in social work, psychology or a related discipline, (Qualifications must be approved by recognised professional bodies: i.e AASW, ACWA, APS etc.)
- Formal training in professional supervision/reflective practice
- A current Drivers Licence.

Experience, Skills and Abilities

The successful candidate will have the best combination of the following characteristics:

- Demonstrated experience in leadership and managing practice with 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.
- 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.
- Demonstrate an understanding of the impact of trauma on women and children.
- Understand the needs of children who have experienced family violence and complex trauma.
- Demonstrated understanding of the clinical assessment, intervention and treatment offered to women and children who have or are experiencing family violence and to male perpetrators of family violence.
- Demonstrated capacity to work in an area of challenging and complex practice.
- A thorough understanding of the Family Violence Service System.
- Experience and understanding of risk assessments for individuals within families.
- Demonstrated knowledge and understanding of the appropriate legislation, case management practice, and the ability to adhere to policy and procedures.

- Excellent communication and interpersonal skills including the ability to demonstrate experience in liaising with a diverse range of clients.
- Ability to maintain positive, effective working relationships with colleagues, peers, and relevant stakeholders in a wide range of government, business and community organisations.
- Ability to use Microsoft office suite of products, along with experience in electronic databases.

AUTHORISED BY

NAME: Donna Wynters

POSITION: Executive Manager – Family and Individual Support Services

DATE: April 2021

ACCEPTED BY INCUMBENT

NAME: _____

SIGNED: _____

DATE: ____/____/____