



<b>POSITION TITLE:</b>	<b>Team Leader – Orange Door</b>
<b>POSITION NUMBER:</b>	<b>OD003</b>
<b>POSITION LOCATION:</b>	<b>Warrnambool</b>
<b>CLASSIFICATION:</b>	<b>SCHADS Level 6</b> <b>(PayPoint will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)</b>
<b>TEAM /DIVISION:</b>	<b>Orange Door – Family &amp; Individual Services Division</b>
<b>EMPLOYMENT CHECKS:</b>	<b>NDIS Worker Screening Check and Working with Children Check</b>

## **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 Orange Door brings together different workforces and practices to create an integrated Orange Door team and a consolidated intake point 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.

The Orange Door is responsible for initiating referrals to core services relating to Family Violence and Child Wellbeing. While some short term 'holding' of cases may occur at The Orange Door, case management is not the responsibility of The Orange Door.

The Orange Door intake and referral 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.

The Orange Door team includes a mix of staff employed by CSOs including Brophy Family and Youth Services. Within the Orange Door South West, Brophy Family and Youth Services 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 along with perpetrators of family violence.

## PRIMARY PURPOSE OF ROLE

The Team Leader – Orange Door will provide the day to day coordination, supervision, practice oversight and support to an integrated team of skilled Orange Door practitioners within the South West Orange Door. The integrated team includes Women's Family Violence practitioners, Men's Family Violence workers and Child Wellbeing practitioners. The Team Leader's role is to be responsible for either the screening, triage team (SIT) and/or assessment and planning (A & P) teams in relation to referrals where there are concerns for a child's wellbeing and development or family violence is present within a family; along with keeping perpetrators accountable and in view.

The role requires having knowledge and experience leading teams in a clinical setting, as well as the capability to embed integrated practice and quality clinical practice. The Orange Door Team Leader is responsible for the management and coordination of an integrated team as well as the support, mentoring, development of Practitioners in a matrix supervision model. The position will provide specific Orange Door practice guidance and leadership to team members in order to maintain a high quality of service to people accessing the Orange Door for support. The Team leader delegates daily tasks and direction regarding using the Client Records management system required by the different teams. This will involve ensuring there is close collaboration with the Orange Door Leadership team to provide an integrated and client focused service.

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.

## ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

The role of Team Leader – Orange Door is based at the Warrnambool site of the Orange Door while maintaining connections with Brophy Family and Youth Services as an organisation. Essentially 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 also requires extensive experience in risk assessment and risk management.

The role will be required to successfully lead an integrated team of professionals to achieve program goals and client outcomes, monitor staff and ensure accurate client records are maintained, Orange Door practitioners actively participate in and contribute to program service planning, along with all annual improvement activities to assist in the achievement of organisational outcomes.

As this position will regularly engage with a variety of other agencies within the Orange Door, the Team Leader – Orange Door must be able to work collaboratively in an integrated manner while maintaining professionalism and actively promoting the Orange Door to the region and beyond.

## REPORTS TO

The position reports to and is supervised by the Manager – Family Violence & Child Wellbeing Intake.

## KEY RESPONSIBILITIES

### *Personal and Professional*

- Develop and engender processes that promote professionalism and enthusiasm in Orange Door practitioners.
- Provide mentoring, support and consultation to Orange Door practitioners to promote advantaged thinking practices.
- Participate in the Performance Management process as required.
- Demonstrate a commitment to ongoing skill development and training relevant to a senior role both personally and professionally.
- Ensure compliance with the relevant program Service Standards and both the Orange Door and Brophy's clinical governance and quality frameworks.
- Deliver and participate in supervision, support and reflective practice, as negotiated with Line Manager.
- Provide leadership during crisis and stressful incidents and monitor staff wellbeing.
- Organise team meetings, team planning days and activities to build a positive team culture to enhance 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*

- Be efficient in the use and applications of the designated CRM and L17 portal
- Identify, understand and assertively breakdown barriers in service delivery that impede a client's full chance to reach potential.
- Provide a child centred/family focused approach to practice advice and support for all Orange Door practitioners.
- Provide direct case work support and supervision to an integrated team of Orange Door practitioners while managing a small case load when required.

- Work with practitioners to ensure the Orange Door is implementing evidence based, best practice, consistent and responsive programs; that provide high quality assessment and reviews, case management, engagement and supported referrals to the broader service system.
- Actively engage and explore new and existing service delivery options to provide improved quality of service delivery in collaboration and consultation with stakeholders, (including VicPol and the legal system) and the Orange Door Leadership team.
- 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 practitioners in the programs.
- Act as Line Manager as required.
- Ensure a professional and ethical standard of care and service provision according to the philosophy of the Orange Door and Brophy Family and Youth Services.

#### Customer Service

- Represent The Orange Door at appropriate forums and activities as and when required.
- Promote the program's services and the Orange Door throughout the region.
- Develop and maintain effective working relationships with a broad range of stakeholders and services, across a variety of sectors to ensure an integrated and collaborative approach that supports positive client outcomes.
- Demonstrate an awareness and practice in response to the diverse needs of clients.
- Demonstrate an understanding of rural communities and the issues they face.

#### Continuous Quality Improvement

- Ensure programs and activities are established, delivered and maintained in accordance with relevant standards, legislation and funding requirements.
- Ensure employees are safe, supported and capable of providing highest quality care.
- Seek and review consumer feedback regarding the effectiveness of the programs services as part of BFYS Clinical Governance Framework.

#### Team Work and Communication

- Lead and promote the development of a learning culture within the program team that fosters and drives improved client outcomes.
- Take responsibility for the space you share with others.
- Facilitate daily/ weekly team meetings and team planning days.
- Lead in ways which capture, communicate and share innovative ideas and practices.
- Model appropriate leadership behaviours to all workers across the Orange Door.
- Develop, support and maintain a positive team approach across the program area, Agency and with other service providers and partners while working as part of The Orange Door leadership team.
- Manage conflict and disputes in a professional manner and in accordance with the Orange Door and Brophy policy and procedures.
- Promote effective team communication and development by working professionally and co-operatively with all stakeholders to achieve the Orange Door objectives.
- Participate in the development of consumer participation activities within your team and Agency.

#### Administration and Documentation

- Ensure best practice and professional standards for written correspondence produced by practitioners.

- Ensure practitioners take responsibility for accurate, confidential and timely case-noting, record keeping, filing and general maintenance of client information, in accordance with relevant program and agency requirements and standards.
- Ensure all relevant program planning, documentation, data reporting, 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 maybe 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, or a willingness to upgrading qualifications to a Social Work degree over the next five years, is required. (Qualifications must be approved by recognised professional bodies: i.e AASW, ACWA, APS etc.) As per recommendation 209 of the Royal Commission into Family Violence.
- A current Drivers Licence.

### Experience, Skills and Abilities

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

- Demonstrated experience in leading practice within complex service delivery contexts, particularly multi-disciplinary and multi-agency approaches to the provision of services to vulnerable children, families and diverse communities.
- 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.
- 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.

- Experience and competence with risk assessment for families who may be referred due to concerns about child wellbeing.
- Sound knowledge of the range of community, welfare and health services available throughout all relevant LGA's, or demonstrated capacity to acquire this knowledge, and demonstrated ability to negotiate complex referral transactions across the service network.
- Demonstrated leadership skills and ability to facilitate a team approach to achieve service objectives.
- 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 and case file noting.

**AUTHORISED BY**

NAME: Donna Wynters  
 POSITION: Executive Manager – Family & Individual Support Services  
 DATE: December 2021

**ACCEPTED BY INCUMBENT**

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 SIGNED: \_\_\_\_\_  
 DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_