



<b>POSITION TITLE:</b>	<b>Children and Young Person's Practice Leader - Orange Door</b>
<b>POSITION NUMBER:</b>	<b>OD002</b>
<b>POSITION LOCATION:</b>	<b>Warrnambool</b>
<b>CLASSIFICATION:</b>	<b>SCHADS Level 7 (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 Support Services Division</b>
<b>EMPLOYMENT CHECKS:</b>	<b>Current National Police Check, Working with Children Check and NDIS Worker Screening 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 Child FIRST and Integrated Family Services, Housing and Support Linkages, No Interest Loan Scheme (NILS) and Family Violence Programs. These four teams deliver 18 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: Gender and Trauma Informed practice, Duluth curriculum of Men's Behaviour Change Program, Safe and Together Principles, Motivational Interviewing and task focussed interventions.

The Family & Individual Support Services Division will have a team that will be situated within the Warrnambool Support and Safety Hub - The Orange Door, this role will be a member of the Brophy Orange Door Team.

## SUPPORT AND SAFETY HUBS (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 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 statewide level, informed by local practice and experience.

## ROLE OF THE ORANGE DOORS

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 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.

The Practice Leader roles within the Orange Door (Support and Safety hubs) 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.

## RESPONSIBILITIES AND ACCOUNTABILITIES

1. Leading Children and Young Person's practice and facilitating decision making by:
  - (a) Providing case consultation and expert advice for complex cases
  - (b) Working with Orange Door practice leaders, team leaders and Hub practitioners to identify and resolve clinical and practice issues as they arise, including where there are different views within The Orange Door team
  - (c) Establishing systems and procedures to improve service delivery to infants, children and young people including monitoring and tracing progress and outcomes
  - (d) Collaborating with colleagues to support a holistic family approach prioritising the safety of women, children, young people and families
  - (e) Operating with autonomy and accountability in leading Children and Young Person's clinical practice.
2. Providing specialist and advanced practice leadership and support to practitioners by:
  - (a) Leading, mentoring and developing Orange Door staff in case practice guidance, decision making and achieving positive outcomes
  - (b) Where appropriate, co-allocations of a small caseload of complex and/or highly sensitive cases
  - (c) Co-working with and providing daily support (as requested and required) for team leaders
  - (d) Working in partnership with the other practice leaders, team leaders and other partner agency managers, where appropriate, to foster high quality service utilising an integrated practice approach
  - (e) Modelling Children and Young Person's practice approaches and behaviours integral to ethical practice, including accountability and responsibility for decision making
  - (f) Modelling and supporting culturally safe, inclusive and responsive practice. Understands culturally informed practice considering decisions and actions from the perspective of cultural background.

- (g) Promoting evidence based and evidence informed approaches, as well as continuous improvement in professional practice and the delivery of Children and Young Person's Orange Door services
  - (h) Building capability in engaging children and young people to understand their world and advocate for the child and young person's voice through the service response.
  - (i) Providing practitioners with relevant information, building knowledge of theoretical frameworks and the relevance in practice and access to systems to support safe and effective practice approaches.
3. Building capability of practitioners to respond to infants, children and young people impacted by family violence and/or wellbeing issues in line with the Orange Door Service Model, Best Interests Case Practice Model, MARAM, Integrated Practice Framework and relevant legislative frameworks (including the *Children, Youth and Families Act 2005* and *Child Wellbeing and Safety Act 2005*).
  4. Providing expert knowledge, sound judgement and authoritative advice on risks, priorities, accountability, and practice matters to the Orange Door team, and where relevant the Hub Manager and/or relevant Hub governance groups.
  5. Building and maintaining positive relationships with key stakeholders to facilitate a partnership and Children and Young Person's practice approach.
  6. Managing stakeholders through effective negotiation and influence and harnessing this network to support clients and ensure effective Orange Door operations.
  7. In partnership with other practice leaders, supporting clinical and practice professional development and training of practitioners by:
    - (a) Undertaking analysis of clinical and professional development needs across the workforce, monitoring quality of clinical practice and responding to local learning needs
    - (b) Engaging in the Case File Audit process by critically reflecting on identified cases, and contributing to analysing audits and providing thematic strengths and deficits to the Operational Leadership Group and Hub Leadership Group
    - (c) Delivering results through problem solving and using internal insights to lead practice and proactively address issues
    - (d) Coordinating professional development opportunities for The Orange Door workforce, in partnership with Family Safety Victoria, CSOs, DHHS and Aboriginal services coming together to deliver Orange Door services
    - (e) Leading reflective practice for The Orange Door team.
    - (f) Fostering and facilitating practice innovation.
  8. Using the Client Relationship Management System (CRM) for recording, analysis and review of client information.
  10. Participating in the monitoring and delivery of projects to respond to local clinical or Children and Young Person's practice needs, ensuring they are delivered in accordance with relevant legislation and government regulations and guidelines.
  11. Keeping accurate and complete records of your work activities in accordance with legislative requirements and the Victorian Government's records, information security and privacy policies and requirements.

## REPORTS TO

The position reports to and is supervised by the Brophy Programs Manager – Orange Door.

## 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:

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

### Knowledge and skills:

- Expert knowledge and experience working in clinical and social services management roles: has established expertise and capability to lead and embed Children and Young Person's practice and quality clinical practice; has demonstrated experience in risk assessment and risk management in relation to infants, children and young people; has demonstrated cross-sectoral expertise in relevant disciplines, including but not limited to a knowledge of the drivers/causes of family violence, child development, attachment and trauma theories; has deep understanding of the role of the law and legal system in the context of responding to family violence and vulnerable children and families.
- Child centred and family focused: focuses on the child and the child's role within the family to assess risk and needs and understand the voice of the child.
- Works collaboratively to drive cultural change: designs and delivers innovative practices that enhance practice with infants, children and young people and promotes quality clinical standards; understands how to build and establish effective practice cultures; identifies change required, describes reasons for it and engages people in the process of change.
- Stakeholder partnerships: engages stakeholders, identifies issues in common for one or more stakeholders and uses to build mutually beneficial partnerships; identifies and responds to stakeholder's underlying needs; uses understanding of the stakeholder's organisational context to ensure outcomes are achieved; finds innovative solutions to resolve stakeholder issues.
- Systems thinking: diagnoses trends, obstacles and opportunities for development in the internal and external environment; understands the linkages between natural systems and communities to inform policy; conceptualises and defines the systems working within the organisation.

- Self-management: invites feedback on own behaviour and impact; uses new knowledge or information about self to build a broader understanding of own behaviour and the impact it has on others; understands strong emotional reactions and seeks ways to more effectively manage them.
- Critical reflection: invites practitioners and leadership to participate in critical reflection, identifying thematic strengths and deficits to continually improve service delivery to clients.
- Integrated practice: engages with all Practice Leaders to support the delivery of the Integrated Practice Framework across The Orange Door. Collaborates with members of the practice stream to provide holistic practice advice to ensure women, children and families are provided with appropriate interventions and holding men to account for their behaviour.

**Personal Qualities**

- Relationship building: establishes and maintains relationships with people at all levels; promotes harmony and consensus through diplomatic handling of disagreements; forges useful partnerships with people across business areas, functions and organisations; builds trust through consistent actions, values and communication; minimises surprises.
- Initiative and accountability: proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions.
- Drive and commitment: enthusiastic and committed; demonstrates capacity for sustained effort and hard work; sets high standards of performance for self and others; enjoys a vigorous and dynamic work environment.
- 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.

**Specialist Expertise:**

- 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.
- Demonstrated experience in developing interventions to reduce risk and vulnerabilities to infants, children and young people using theoretical frameworks to underpin the approaches.
- 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 is required.

**AUTHORISED BY**

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

**ACCEPTED BY INCUMBENT**

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