



POSITION TITLE:	Integrated Practice Leader - Orange Door
POSITION NUMBER:	OD007
POSITION LOCATION:	Warrnambool
CLASSIFICATION:	SCHADS Level 8 (PayPoint will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
TEAM /DIVISION:	Orange Door – Family & Individual Support Services Division
EMPLOYMENT CHECKS:	Current National Police Check, Working with Children Check and NDIS Worker Screening Check

OUR ORGANISATION

Brophy Family and Youth Services (Brophy) is a 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 and Hamilton.

Brophy values the safety of all children and young people and has zero tolerance for any form of child abuse or harm. We listen to and ensure the participation and empowerment of all children and young people.

The cultural safety of First Nations people is important to us. We seek to maintain a safe environment so the diverse and unique identities of First Nations people are respected and valued.

Brophy actively values and promotes diversity in our community and affirms our commitment to 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 **LGBTIQA+** (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for **LGBTIQA+** inclusive practice.

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

DIVISION AND PROGRAM OVERVIEW

The Family & Individual Support Services Division incorporates the following programs: Integrated Family Services, Family Violence Programs, Housing and Support Linkages and the Orange Door. 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

Integrated Practice Leader - Orange Door (OD007)

Last Updated: April 2023 Next Review: April 2024

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Version 4

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 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 Family & Individual Support Services Division will have a number of Practice Leads, Team Leaders and Practitioners that will be situated within the Orange Door.

ROLE OF THE ORANGE DOORS

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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 Integrated Practice Leader 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.

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.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Personal and Professional

1. Embrace Brophy's commitment to child safety and wellbeing and demonstrate this through practice that reflects equity and inclusion, cultural safety and ensuring the safety and wellbeing of all children and young people.
2. Develop and oversee program's professional development plan and budget.
3. Provide mentoring, support and consultation to program staff to promote advantaged thinking practices.
4. Ensure compliance with the relevant program Service Standards and Brophy's clinical governance and quality frameworks.
5. Deliver and participate in supervision including clinical supervision, support and reflective practice, as decided by the Line Manager.
6. Participate in the Performance Management process as required.
7. Demonstrate a commitment to ongoing skill development and training relevant to a senior role both personally and professionally.
8. Provide leadership during crisis and stressful incidents and monitor staff wellbeing.
9. Participate in all core training to ensure integrity of the agreed model of service delivery.

Technical Skills

1. Leading integrated practice and facilitating decision making by:
 - (a) Providing secondary case consultation and technical input on 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 guide integrated practice and track progress
 - (d) Operating with autonomy and accountability in leading integrated 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
 - (b) Where appropriate jointly managing 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
 - (e) Modelling integrated 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
 - (g) Promoting evidence-based approaches, as well as continuous improvement in professional practice and the delivery of integrated Orange Door services
 - (h) Providing practitioners with relevant information and access to systems to support safe and effective practice approaches.
3. Building capability of practitioners to deliver integrated functions and services responding to family violence, perpetrator interventions, and child and family development, and functioning in line with the Orange Doors Service Model, Integrated Practice Framework and relevant legislative frameworks (including the *Children, Youth and Families Act 2005* and *Child Wellbeing and Safety Act 2005*).
4. Providing 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 integrated 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) 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
 - (c) Leading reflective practice for The Orange Doors team
 - (d) Fostering and facilitating practice innovation.
8. Using the Client Relationship Management System (CRM) for recording, analysis and review of client information.

9. Participating in the monitoring and delivery of projects to respond to local clinical or integrated practice needs, ensuring they are delivered in accordance with relevant legislation and government regulations and guidelines.
10. 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.
11. Manage program funding delivery in relation to project grants and evaluation reports.
12. Undertake research, service mapping, needs analysis and program evaluation to meet best practice and inform program planning and implementation.
13. 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.
14. Act as Line Manager as required.
15. Ensure you and team members have access to and comply with legislation, standards, policies, practices and procedures relevant to the program.
16. Ensure a professional and ethical standard of care and service provision according to the philosophy of Brophy Family and Youth Services.

Customer Service

1. Promote the program's services and the Agency throughout the region.
2. 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.
3. Demonstrate an awareness and practice in response to the diverse needs of clients.
4. Demonstrate an understanding of rural communities and the issues they face.

Continuous Quality Improvement

1. Seek and review consumer feedback regarding the effectiveness of the programs services as part of the Brophy Clinical Governance Framework.
2. Participate in program evaluation activities that promote advantaged thinking and contribute to improved outcomes for clients.
3. Participate in and contribute to Brophy quality improvement processes and other activities to meet service and accreditation standards.
- 4.

Teamwork and Communication

1. Lead and promote the development of a learning culture within the program team that fosters and drives improved client outcomes.
2. Facilitate daily and weekly team meetings and team planning days.
3. Lead in ways which capture, communicate and share innovative ideas and practices.
4. Model appropriate leadership behaviours to all workers across the Agency.
5. Develop, support and maintain a positive team approach across the program area, Agency and with other service providers and partners.
6. Manage conflict and disputes in a professional manner and in accordance with Brophy policy and procedures.
7. Promote effective team communication and development by working professionally and co-operatively with all stakeholders to achieve the Agency's objectives.
8. Participate in the development of consumer participation activities within your team and Agency.
9. Undertake other appropriate duties as directed by the Line Manager.

Administration and Documentation

1. Ensure best practice and professional standards for written correspondence produced by program staff.
2. 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.
3. Ensure all relevant program planning, documentation; evaluation and reporting are completed in a timely and accurate manner.
4. Ensure all relevant policies and procedures are implemented and adhered to, including the complaints handling procedures and methods for responding to critical incidents.

REPORTS TO

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

GENERAL RESPONSIBILITIES

- Adhere to Brophy's Employee Code of Conduct, and internal policies and procedures.
- Embrace and abide by Brophy's Child Safety and Wellbeing Policy.
- 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.
- Participate in the development of consumer's participation activities within your program and Brophy.
- Act on any incidents of racism or discrimination.
- Demonstrate and commit to Brophy's organisational values and model these daily.

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:

- 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.)
- Additional qualifications and/or significant experience in Family Violence or a related field.
- Experience working within a leadership role is required.
- A current Drivers Licence.

Knowledge and skills:

- Works collaboratively to drive cultural change: has a clear concept of the culture required to achieve integrated practice and clinical excellence; designs and delivers innovative practices that enhance integrated practice and promote quality clinical standards; understands how to build

and establish effective practice cultures; identifies change required, describes reasons for it and engages people who can deliver the change.

- Expert knowledge and experience working in clinical and social services management roles: has established expertise and capability to lead and embed integrated practice and quality clinical practice; has demonstrated experience in risk assessment and risk management; 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.
- Stakeholder partnerships: 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 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.

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 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