

Position Description

Position Title	Orange Door (Family Violence) – Graduate Child and Family Practitioner
Salary & Conditions	FamilyCare Enterprise Bargaining Agreement
Classification	<i>(Dependent on qualifications and experience)</i> Social, Community, Home Care and Disability Services Industry Award 2010
Department	Child & Family Services
Work location	Shepparton
Employment type	Fixed Term 12 Month with option to progress o completion
Position reports to	Child Wellbeing Team Leader, Child & Family Services, FamilyCare
Performance Review	At three months, then annually thereafter

This role is part of the 2023 Family Violence and Sexual Assault Graduate Program.

The Program provides a dedicated pathway for new and recent graduates into the family violence, sexual assault and primary prevention sectors and supports graduates to gain practical skills and knowledge while also receiving additional learning and development support.

In addition to state-wide learning and networking opportunities, graduates are supported by a dedicated Learning and Development Facilitator and have access to learning and development opportunities with other graduates throughout the year. This includes an induction session at the commencement of the Program and monthly community of practice sessions. Graduate's agencies also have access to a funding allocation to support ongoing learning and development needs over the course of the Program.

If you are relocating for the Program, you may also be eligible for a \$1,500 contribution towards costs associated with your relocation.

To meet the eligibility requirements for the 2023 Family Violence and Sexual Assault Graduate Program, graduates must have completed all course requirements (or will do so before commencing in the Program) or have completed their qualifications within the last two years.

For more information on the Program, you can visit [For students and graduates | Victorian Government \(www.vic.gov.au\)](https://www.vic.gov.au)

FamilyCare Vision

FamilyCare works with individuals, families and communities to increase wellbeing, build strengths and encourage optimism. Our vision is strong, resilient families and communities.

FamilyCare is one of regional Victoria's largest and most progressive community service organisations, with offices across five Local Government Areas: Greater Shepparton, Mitchell, Murrindindi, Strathbogie and Moira.

FamilyCare's activities include child and family services, men's services, carer and disability support programs and community development.

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 (The Orange Door) across Victoria to provide a new way for women, children and young people

experiencing family violence, and families in need of support with the care, development and wellbeing of children and young people, to access coordinated support from community, health and justice services.

The State-wide concept highlights that the safety of victim survivors and children is The Orange Door's first priority. It 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.

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 Team

The Orange Doors will bring 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 children.

This will be achieved by drawing on the expertise of Community Service Organisations, Aboriginal services and Department of Health and Human Services and their deep connections with people in local areas, and bringing together workers from organisations that currently:

- receive police referrals for women and children 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 will include a mix of staff employed by Family Safety Victoria (FSV) and staff employed by FamilyCare, Primary Care Connect, Nexus Primary Health, Rumbalara Aboriginal Co-operative and Department of Health and Human Services.

Child & Family Services (CAFS) – Programs and Services

In line with the establishment of The Orange Door in Shepparton (and an access point in Wallan), this position with FamilyCare will primarily work from the Orange Door location, but will remain connected and involved with the rest of the CAFS programs and with FamilyCare as an organisation. This position will work alongside other roles at FamilyCare, focused on child wellbeing and family violence, and as part of the Child and Family team at FamilyCare.

Key Performance Responsibilities

Service Delivery

1. Ensure child wellbeing and safety is at the forefront of team members and immediately report any concerns via the appropriate channels.
2. Receive and process referrals to The Orange Door while maintaining client privacy and confidentiality in accordance with legislation, policy and good practice.
3. Undertake as part of your position:
 - a. Screening and triage;
 - b. Assessments of children/youth in relation to need and risk utilizing the Best Interests Framework by phone, or by outreach as required;
 - c. Appropriate crisis responses;
 - d. Service planning;
 - e. Targeted interventions; and
 - f. Allocation and coordinated referrals.
4. Make appropriate referrals to Family Services , and to other services and agencies in the Goulburn Region as well as to services outside the region as appropriate.
5. Where appropriate and under direct supervision, work with families "on hold" including referral, home visits and telephone counselling.
6. Align family violence risk assessment and management practice with the MARAM Framework.
7. Travel to and from The Orange Door Hub and Access Points as required.

Data Collection and Reporting

1. Maintain accurate client records and service data as required.
2. Provide internal reports to the Child Wellbeing Team Leader as required.

Representation and Advocacy

1. Attend network meetings and other related local forums or meetings as required.
2. Attend internal program and team meetings within FamilyCare and The Orange Door.

Community Development and Education

1. Assist with Community events as required.

Quality Improvement and Evaluation

1. Meet occupational health and safety requirements.
2. Ensure that relevant policies and procedures are followed.
3. Participate in regular supervision activities.
4. Identify training needs in consultation with Supervisor and attend professional development as deemed appropriate.
5. Be aware of and meet relevant Quality Management System responsibilities.
6. Participate in relevant evaluation activities.
7. Be aware of FamilyCare's responsibilities to contribute to children's safety and wellbeing and report any concerns about neglect or abuse to a supervisor or manager.

Key Selection Criteria

Knowledge and Skills

1. A general understanding of the issues facing vulnerable families and relevant theoretical practice frameworks including child development, trauma and attachment.
2. Understanding of the Child Protection and Family Services sector and commitment to relevant legislation including the Children, Youth and Families Act 2005, the Child Wellbeing and Safety Act 2005 and Child Safe Standards.
3. An 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.
4. Good interpersonal and communication skills including demonstrated ability to communicate effectively with a wide range of people and diverse communities.
5. Well-developed administrative skills.
6. Ability to work independently and in a multidisciplinary team.

Qualifications

Tertiary qualification in Social Work

Safety Screening

Current drivers licence.

All applicants are subject to a National Police History Check.

Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check.

A current Employee Working with Children Check (WWCC) card is required.

Other Information

FamilyCare acknowledge the Yorta Yorta Nation, Taungurung, and Wurundjeri Woi Wurrung people as the Traditional Owners of the land and waterways on which we work, live and support community.

We recognise that past, present and emerging Aboriginal and Torres Strait Islanders peoples are the First Nations people of Australia.

Salary packaging offered within prescribed guidelines.

FamilyCare Enterprise Agreement has provision for salary and conditions over and above of SCHADS Award base rates.

All employees are bound to work according to the policies and procedures of FamilyCare, the Agreement and Award that provides their terms and conditions of employment and the FamilyCare Code of Conduct.

All employees must to take reasonable care of their own health and safety, as well as that of other people who may be affected by their conduct in the workplace.

FamilyCare promotes a respectful and safe workplace environment that does not tolerate or excuse any forms of violence including family violence.

FamilyCare is committed to:

- ensuring the safety of children;
- respecting diversity; and
- providing a workplace free from discrimination and harassment.

INCUMBENT STATEMENT

I, _____ have read, understand and accept the
above Position Description

Signed: _____

Date: _____