

# Family Violence Team Leader Orange Door - Position Description

Position Details	
<b>Position Title:</b>	Team Leader Orange Door
<b>Position Program:</b>	030.100
<b>Position Stream:</b>	Integrated Family Violence Service (IFVS)
<b>Work Location(s):</b>	<b>Office Locations:</b>
	317-319 Barkly Street, Footscray, VIC, 3011 Werribee or Sunshine (Orange Door Locations)
	<b>Other Location/s as Required:</b>
	May be required to work remotely, in access points, outpost locations and outreach as required.
<b>GenWest (WHW) EA 2017 Classification:</b>	Classification 7 (pay point depending on experience)
	<b>Important Note</b>
	<i>Positions are provisionally assigned to a specific level and pay point range based on the characteristics, responsibilities, and requirements of the position. The specific level and pay point of the successful applicant will be assigned commensurate with their qualifications and experience and will be detailed in the employment contract.</i>
<b>Reporting To:</b>	Program Manager
<b>Exemption:</b>	VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010)

## GENWEST – ABOUT US

GenWest is the gender equity agency for the western metropolitan region of Melbourne. Our programs and services are designed to redress gender inequity and benefit victim-survivors of family violence in Melbourne's west. Our efforts are ultimately about supporting our communities to lead safe and healthy lives, and on changing the conditions that cause and maintain gender inequity.

## OUR VALUES, PRINCIPLES, AND BEHAVIOURS

- **Freedom** – We centre freedom from oppression, discrimination, and violence in all our work. We take responsibility for behaving and working in ways that promote freedom and we are accountable for the actions we take.
- **Connection** – We foreground connection to ourselves, each other, our clients, the community, the land, and the environment. We believe in the strength of belonging, of being inclusive, and in working together to achieve change.
- **Resistance** – We uphold human rights and in solidarity, work together to disrupt injustice and transform lives.
- **Love** – We treat each other with respect, kindness, and compassion, and are committed to creating an environment where all feel seen, heard, and valued.

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- **Creativity** – We embrace and nurture creativity and curiosity. We reflect critically, ask questions, listen, and actively pursue learning.

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## ORANGE DOORS MODEL AND SERVICE

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A key recommendation of the Royal Commission into Family Violence was to establish a network of Support and Safety Hubs ('Hubs') across Victoria to provide a way for women, children and young people experiencing family violence, and families to access the services they need to be safe and supported.

These Hubs are known as The Orange Door. The Orange Door team includes a mix of staff including GenWest, Child FIRST, VACCA, VACSAL, Western Health (Djerriwarrh) and community-based child protection.

The Orange Door will bring together diverse practices to create an integrated and consolidated intake point to work with:

- Victim survivors of family violence
- Families in need of support with the care, development and well-being of infants, children, and young people
- Perpetrators of family violence

GenWest staff employed within the Orange Doors model will be required to operate with a management matrix model delivering family violence service to survivors.

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### 1. ROLE PRIMARY PURPOSE

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- **Organisational citizenship and leadership** – Demonstrate and actively promote and lead organisation vision, purpose, and values across workplace culture and practices. Comply, and coach others across organisation policies and procedures. Participate in leadership activities and promote professional, respectful, and collaborative workplace culture and practices.
- **Management of team** – recruit, train, coach, and mentor new and existing staff across the employee lifecycle (induction, onboarding, development, and performance, and exiting), provide clinical supervision and provide or encourage others to engage in professional development opportunities. Develop, implement, and manage staff rosters and manage workload distribution to meet service requirements and OHS obligations.
- **Operational management** - The Team Leader will provide day to day coordination, supervision, practice oversight and support to a team of skilled Family Violence, Child Wellbeing and Men's Family Violence staff within the Southwest Orange Door. They will provide oversight of the screening, triage, assessment, and response to referrals in relation to the risk and safety to victim survivors, concerns for a child's wellbeing and development, and keeping perpetrators accountable and in view.
- **Integrated service practice** – professionally represent GenWest whilst working within a diverse service matrix management model. Collaborate with other service partners and provide specialised family violence knowledge and clinical direction. Build and maintain positive working relationships with external services
- **Quality and compliance** – oversee service quality delivery as per organisation quality framework and related policies, procedures, and practices. Actively participate in continuous quality and improvement, and compliance with relevant legislation and policies and procedures.

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## 2. CORE RESPONSIBILITIES

The listed core responsibilities and the overview of responsibilities provided below are a summary of the role and responsibilities, this list has not been exhausted. The holder of this PD will be required to attend to ad hoc responsibilities and tasks as prescribed by line manager. This position description works in partnership with duties provided across a combination of documents and instructions, such as: employment contract, position description, onboarding and probationary plan, annual work plan, training plan, instructional and directional documents such as policies, procedures, and operational guidelines and practices.

#	Core Responsibilities	Overview of Responsibilities
1	<b>Organisational citizenship</b>	<p>Champion, drive and enact our organizational purpose, mission, vision, values, and culture</p> <ul style="list-style-type: none"> <li>• Model key citizenship principles, and support the awareness, understanding and application of organisation values and trauma informed practices across team and broader organisation.</li> <li>• Apply leadership behaviours and practices to staff management</li> <li>• Model and support feminist principles. Attend leadership activities and represent program and advocate a client centred service delivery</li> </ul>
2	<b>Relationship building</b>	<p>Cultivate and maintain supportive and collaborative relationships with colleagues, clients, and the community:</p> <ul style="list-style-type: none"> <li>• Actively grow and maintain networks and partnerships, exemplify strong relationship-building behaviors, and guide others.</li> <li>• Champion progressive, efficient and effective methods of communicating with others, and adapt style to engage effectively.</li> </ul>
3	<b>Quality, continuous improvement and outcomes</b>	<p>Influence and drive outcomes in line with organisational strategy, best practice, service quality and continuous improvement imperatives:</p> <ul style="list-style-type: none"> <li>• Support others and direct reports to meet organisation strategic goals and aligned role outcomes</li> <li>• Encourage and respond to feedback across all internal and external stakeholders and apply continuous improvement</li> <li>• Monitor and report on team service quality, delivery, and compliance</li> <li>• Monitor service quality and quantity, make improvement recommendations, and apply approved changes</li> </ul>
4	<b>Contextual understanding and professional capabilities</b>	<p>Actively demonstrate a strong understanding of sector and services quality, compliance, and delivery within the Orange Door model.</p> <ul style="list-style-type: none"> <li>• Develop, and maintain specialised knowledge and skill in support of role scope and responsibilities.</li> </ul>

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		<ul style="list-style-type: none"> <li>• Share service knowledge and understanding with internal and external stakeholders</li> <li>• Apply and support MARAM framework</li> <li>• Actively be abreast sector compliance and share and lead this understanding across the team</li> <li>• Manage or report any quality and compliance concerns as per policies and procedures and hierarchal structure</li> </ul>
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### 3. ORGANISATIONAL CULTURAL CITIZENSHIP RESPONSIBILITIES

All staff are required to support, enact, and operate in accordance with our organisational citizenship responsibilities:

- Build an awareness and appreciation of our shared organisational values, model and enact the values, behaviours, and principles through work applications and associated practices.
- Actively engage with, endorse, and contribute to the development and achievement of team, stream, and organisational goals and objectives.
- Work in a culturally safe manner and acknowledge and pay respect to the traditional owners of the land upon which GenWest is situated and conducts events.
- Contribute to and support our Reconciliation Action Plan, and Rainbow Tick Action Plan.
- Maintain and support a working knowledge of anti-oppressive and trauma-informed work practices.
- Support and enact leadership at all levels, including practicing non-violent communication, and meaningful contribution, collaboration, and consultation.

### 4. KEY STAKEHOLDERS AND COLLABORATIONS

**Internal:** GenWest and Orange Door workforce

**External:** Multiple external agencies

### 5. KEY SELECTION CRITERIA

1. Have a values-based work ethic and proven ability to demonstrate associated behaviours.
2. Tertiary qualifications in social work or related discipline, and eligibility for AASW membership or other professional body.
3. A demonstrated understanding of legislation, theory, and practice as it relates to the provision of family violence services.
4. Leadership and supervisory experience in family violence service, proven ability to lead teams to achieve program goals and tasks
5. Substantial experience in developing effective and collaborative working relationships with internal and external stakeholders to improve service user and program outcomes.
6. Demonstrate a commitment to the provision of service quality and compliance.
7. Good analytical and conceptual skills, including the ability to plan, implement and review services.
8. Current Victorian driver's license and ability to travel.

### 6. EMPLOYMENT COMPLIANCE

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1. International Police Check – if worked overseas in the past 10 years for 12 months
2. National Police Check (no older than 3 months from start date)
3. Current working with children's check
4. COVID vaccination

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## 7. KEY PHYSICAL AND PSYCHOLOGICAL REQUIREMENTS

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1. Able to manage and proactively lead diverse personalities
2. Operate effectively and proactively with diverse internal and external stakeholder
3. Respond in a proactive manner to challenging workloads and competing priorities.
4. Sitting at a desk and in meetings for extended periods of time.
5. Work in different and unstructured locations.
6. Interact with members of the public who may present challenging behaviours.
7. Drive vehicles across variable traffic and weather conditions.

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## REVIEW OF POSITION DESCRIPTION

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This position description will be reviewed biennially as part of the annual appraisal process, when the position becomes vacant, or as deemed necessary.

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## ACKNOWLEDGEMENT

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I declare that I have read and understood the requirements of this position, discussed any queries or concerns with the respective manager at GenWest, and feel that I am able to fulfill the requirements of this position.

<b>Employee Name:</b>	<b>Signature:</b>	<b>Date:</b>
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