



Position description

March 2023

Practitioner

The Orange Door

Social, Community, Home Care and Disability Services Industry Award – Level 5

Full time, ongoing/fixed term

VALUES



PURPOSE

We find new ways to ensure people experiencing family violence and housing insecurity have access to immediate support and assistance on their path to recovery

VISION

For people experiencing family violence and housing insecurity to be able to access support and live safe and fulfilling lives

STRATEGIC IMPACT PRIORITIES

- 1 INCREASE ACCESS TO HOUSING**
Increase access to appropriate and sustainable housing for Wayss clients
 - Identify investment opportunities that will increase Wayss access to housing
 - Develop pathways for Wayss clients to access longer term, safe and sustainable housing
- 2 INCREASE ACCESS TO WAYSS SERVICES**
Ensure our services are accessible and appropriate for our diverse community
 - Develop our service design and delivery in direct response to consultation with people with lived experience of family violence and homelessness
 - Build deeper relationships and meaningful partnerships with key community groups in our region
- 3 INNOVATE AND INFLUENCE FOR CHANGE**
Focus on new and tailored service responses that build an evidence base for systemic change
 - Invest in service delivery innovation
 - Engage philanthropic and corporate supporters in our innovation projects
 - Establish Wayss as a strategic thought leader able to influence and create change

TARGET OUTCOMES

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| <p>FOR CLIENTS:</p> <ul style="list-style-type: none"> • Immediate safety • Safe and appropriate accommodation • Connection to other supports needed for recovery | <p>FOR WAYSS:</p> <ul style="list-style-type: none"> • Contribute to a system that better meets the needs of service users |
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WHAT WE DO

Wayss is the largest provider of homelessness, housing and family violence services in the Southern Melbourne area. We exist so people can live a life free from family violence and have access to safe, sustainable, and affordable housing. Our vision is to be the major provider of social housing services and leading-edge client support programs in the Southern Melbourne Metropolitan region.

We deliver funded services and programs across the local government areas of Greater Dandenong, Frankston, Casey, and Cardinia.

ABOUT THE ORANGE DOOR

The Orange Door delivers 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 and family safety and wellbeing issues.
- advice based on contemporary risk assessment tools and guidance and best available information.
- specialist support and tailored advice for victims, families and children, young people, and perpetrators.
- a strong focus on perpetrator accountability.
- connection and coordination of access to support.
- an approach across the spectrum of prevention, early intervention, and response.
- a system-wide view of service capacity, client experience and outcomes.

The Orange Door supports the agency of women, children, young people, and families, to ensure that the services they receive meet their needs and their goals.

ABOUT THE ORANGE DOOR TEAM

The Orange Door brings together different workforces and practices to create an integrated team and a consolidated intake point in each Hub 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 (including Wayss) 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) Intake, assessment, and referral service for vulnerable families
- Deliver other relevant services as appropriate, such as those delivered by Aboriginal services

The Southern Melbourne Area (SMA) Orange Door is the largest in the state with the central hub based in Dandenong and two access points based in the City of Casey and Cardinia Shire.

HOW YOU DO IT

Reporting to the Team Leader, The Orange Door, the position works collaboratively as part of an integrated team to respond to the needs of women, children, young people and families experiencing family violence and vulnerability. The Practitioner works directly with clients to provide information, advice, and an initial assessment with a focus on risk assessment and safety planning.

Duties include:

- Identifying, assessing, and prioritising the risk and need of women, children and families using the MARAM framework, relevant practice frameworks and guidelines and drawing on the expertise of Team Leaders, Practice Leaders and others with diverse expertise in a multi-disciplinary team.
- Working collaboratively with the Hub team to support integrated risk assessment and planning, including participating in case conferences and meetings.
- Applying for brokerage on behalf of clients in accordance with the Hub's Brokerage Guidelines for approval by the Integrated Practice Leader.
- Recording client information accurately on the Hub Client Relationship Management (CRM) system, handling client information in accordance with the Family Violence Information Sharing Scheme (FVISS), information security and privacy policies and requirements.
- Participating in training and development, formal supervision, and performance development as per Wayss policies and procedures.
- Ensuring the health and safety of self and others in the workplace by working in accordance with legislative requirements and Wayss policies and procedures.
- Contributing to the profile of The Orange Door by undertaking community and professional education activities, in consultation with the Team Leader.
- Other reasonable duties as required.

ABOUT YOU

You will have:

- Relevant tertiary qualification(s) in social work, or a related discipline.
- Compliant with Family Violence Minimum Qualifications (Rec 209).
- Experience working with women and their children and families with complex needs and risk issues within in any of the following service areas: Family Violence, Family Services, Child Protection, Disability, Housing, Mental Health and/or Alcohol and Other Drugs.
- Demonstrated ability to identify, assess and prioritise the risk and needs of clients in a whole of family approach.
- Resilience to work with and support clients who have been exposed to trauma
- The ability to work collaboratively and build strong, authentic and supportive working relationships.
- The ability to recognise and identify limits of own expertise and to seek advice or refer clients to other specialists.
- A commitment to best practice and work towards the best possible outcomes.

This role requires a current Driver's Licence and valid 'Employment' category - Working with Children Check Clearance. The candidate will need to have successfully completed Wayss pre-employment screening, a police check and provide evidence of full Covid-19 vaccination compliance.

Family Violence Minimum Mandatory Qualifications under Recommendation 209

As per the minimum mandatory qualification's requirements set by the Victorian Government (refer to <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners>)

all candidates wishing to apply for this role must be able to demonstrate that they meet one of the following requirements:

1. are considered EXEMPT under the policy;
2. hold a Bachelor of Social Work or other equivalent qualification;
3. have a minimum 5 years relevant professional experience;
4. have a related qualification as per the mandatory minimum qualification requirements;
5. hold significant cultural knowledge and experience or lived experience, and have faced barriers to educational pathways.

Please note that candidates wishing to enter the specialist family violence workforce via a related qualification or 5 years related professional experience pathway, OR the significant cultural knowledge and experience or lived experience pathways will be required to work towards an equivalent qualification within specified timeframes (as per the mandatory minimum qualifications policy). If you believe these pathways may apply to you and would like more information, please don't hesitate to contact Wayss People Enablement to discuss this further.

WHAT IS IMPORTANT TO WAYSS MUST BE IMPORTANT TO YOU

- At Wayss, we embrace a culture of diversity and inclusion within our workforce and approach to service delivery. We are responsive to the needs of Aboriginal and Torres Strait Islander people, people from LGBTIQ and culturally and linguistically diverse communities, people living with a disability and people of all ages. Wayss is proud to be Rainbow Tick Accredited and welcomes everyone across the LGBTIQ community.
- Wayss is committed to being a child safe organisation. Wayss has a zero tolerance of any abuse or maltreatment of children and young people. Every person who is part of the organisation must treat the rights, interests and safety of children and young people as paramount.
- Wayss values the voices of our clients. We recognise that we deliver higher quality and safer services when we hear from people with lived experience. We are committed to providing opportunities for clients to participate and provide feedback on our service design and delivery.
- Wayss aligns with the MARAM framework and ensures our services are effectively identifying, assessing and managing family violence risk.
- Wayss is committed to the health, safety, and wellbeing of its staff. Wayss and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy, and trade practice. Wayss also expects staff to comply with its policies and procedures, which relate to statutory requirements and our ways of working. Appointees are accountable for completing training on these matters and ensuring their knowledge, and the knowledge of their staff is up to date.

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