
POSITION DESCRIPTION

Service:	The Orange Door
Program:	Child Wellbeing
Position Title:	Practitioner
Location:	UMFC Offices, multiple locations, including TOD Reid Street Wangaratta
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social and Community Services Employee
Level:	Level 5 (Based on qualifications and experience)
Travel:	Travel local/regional on a regular basis may be required using a fleet vehicle.

UMFC is a Child Safe organisation and is committed to child safety. We want children to be safe, happy, and empowered. We support and respect all children as well as our staff and volunteers. We are committed to the safety, participation, and empowerment of all children.

The Sanctuary Model promotes cultural, physical, emotional, psychological and social safety and recovery from adversity through the active creation of a trauma-informed community. Through the implantation of this model, UMFC aims to enhance the quality of care we provide and cultivate a workplace where everyone feels valued supported and able to thrive.

1. POSITION CONTEXT AND SUMMARY OF POSITION

Consistent with UMFC's vision for our communities that every child and young person is cared for, UMFC's Child Wellbeing team at The Orange Door (TOD) provides an entry point for vulnerable children and families to access a range of services and supports, to build the capacity of the family, to support their children's healthy development and for families to access Family Violence support.

UMFC is an independent, community-managed organisation whose focus is always on the best interests of the children and young people we support. Our purpose is that together we support our families and communities, to hear the voices of our children, young people, families and individuals to support them to heal, rebuild and lead meaningful lives.

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. These 'Hubs' provide a new way for women, children and young people experiencing family violence, those using 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. These Hubs are known as The Orange Door.

The Orange Door delivers a fundamental change to the way we work with adults, young people and children, to ensure that the services they receive meet their needs and their goals. The Orange Door brings together different workforces and practices to create an integrated team and a consolidated intake point.

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 people to identify family violence, child and family safety and well-being issues
- advice based on contemporary risk assessment tools and guidance and best available information
- specialist support and tailored advice for victims, families, children, and those who use violence
- a strong focus on accountability for those using violence
- 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 Child Wellbeing Practitioner will work as part of a multi-disciplinary team of practitioners to deliver high-quality, safe and effective responses to children, young people and families experiencing family violence and families in need of support with the care, development and well-being of infants, children and young people. This role necessitates active and continuous participation in collaborative professional practice to ensure the effective and meaningful development of a seamless service system that meets the needs of the families and individuals supported by The Orange Door in the Ovens and Murray region.

The position may involve rotation among teams such as the Assessment and Planning team, the Screening, Identification, and Triage team, or the Hybrid team. Located at The Orange Door, this practitioner will work closely with other professionals dedicated to child well-being and family violence. Importantly, they will maintain connections and engagement within the broader UMFC Service System.

2. COMMUNICATION WITH OTHERS

Position supervised by:	UMFC and Integrated Team Leaders
Supervises directly:	Nil
Communicates internally primarily with:	Service Manager Child Wellbeing (UMFC), Practice Leaders, Team Leaders and Practitioners, Family Safety Victoria (FSV) employees based in The Orange Door, Other UMFC program areas, including Family Services and Finance.
Communicates externally primarily with:	Families and community members, Department of Families Fairness and Housing (DFFH), Community Service Organisations, Aboriginal Health and Community Services and Victoria Police.

3. KEY RESPONSIBILITY AREAS (KRAS)

Consistent with the UMFC values of Unwavering integrity, Considered empathy, Determined advocacy, Passionately optimistic and Bravely collaborative, and the Sanctuary commitments, this position provides high quality, efficient services through the following Key Responsibility Areas:

<p>KRA 3.1 Undertaking screening, identification, triage, assessment, planning, prepare referrals and presentations at Allocations meetings as part of The Orange Door team within required time frames</p>
<p>KRA 3.2 Assessment of children/young people/families in relation to need and risk utilising the Best Interests Framework, relevant risk frameworks and using professional judgement by phone, in person or by outreach as required.</p>
<p>KRA 3.3 Respond effectively to clients from Aboriginal communities, diverse communities and at-risk groups to ensure an inclusive and responsive approach.</p>
<p>KRA 3.4 Actively participate in professional development and supervision. Complete mandatory training. Participate in and facilitate regular performance reviews and appraisals</p>
<p>KRA 3.5 Be an active and positive contributor to an integrated system ensuring that relationships are developed and maintained effectively with all relevant services. Work collaboratively with Victorian Police, Child Protection, The Orange Door Partners and other community organisations and stakeholders.</p>
<p>KRA 3.6 Ensure that all client information is accurately recorded on the CRM system and in a timely manner. In addition, ensure all documents related to practice and clients are meticulously maintained and processed in accordance with established TOD and UMFC policies and procedures.</p>
<p>KRA 3.7 Proactively promote and support a culture of child safety using the Sanctuary commitment of Cultural Humility to engage and grow cultural connections for all children including Aboriginal and Torres Strait Islander children, children with disability, children who may be gender diverse or children who may be culturally and linguistically diverse (CALD).</p>
<p>KRA 3.8 Work collaboratively with the Risk and Quality team by actively identifying, assessing, and mitigating risks within the role by meeting all compliance-related tasks and expectations, including but not limited to monitoring activity, adherence to organisational policies and procedures and completion of compliance training and promoting a culture of risk awareness and compliance.</p>
<p>KRA 3.9 Contribute to the creation and maintenance of a culture that reflects the organisational values of unwavering integrity, considered empathy, determined advocacy, passionately optimistic and bravely collaborative. Contribute to the creation and maintenance of a culture that reflects the Sanctuary Model Domains.</p>

<p>KRA 3.10 Actively participate as a team member in relevant meetings, and professional development processes such as supervision, training and quality improvement processes in line with program and UMFC guidelines and requirements.</p>
<p>KRA 3.11 Actively undertake all OHS requirements appropriate to the position and consistent with legal obligation and UMFC culture, policy and procedure.</p>
<p>KRA 3.12 Other duties as directed.</p>

4. PHYSICAL REQUIREMENTS OF THE POSITION

(Key of estimated daily requirements: Not required=0%, Marginal=1-5%, Occasional=6-20%; Regular=21-50%, Frequent=51-70%, Continuous=> 70%)

- Sitting – Continuous
- Computer based tasks – Continuous
- Driving – Occasional
- Lifting – Marginal
- Psychosocial – The Orange Door deals with clients aged from newborn to adult, from highly traumatised backgrounds and often with highly traumatic and demanding situations. The incumbent needs to be able to recognise and administer self-care and be aware of and recognise when these are impacting on program employees.

5. KEY SELECTION CRITERIA

- 5.1 The minimum qualification for this role is a Bachelor of Social Work or equivalent qualification. Qualifications must align with the Mandatory Minimum Qualification Requirements for Specialist Family Violence Workers (Recommendation 209).
- 5.2 Demonstrated proficiency in family violence risk assessment and management aligned with the MARAM (Multi-Agency Risk Assessment and Management) framework.
- 5.3 Demonstrated knowledge in screening, triage, assessment, and planning processes, including conducting complex risk assessments and implementing effective risk management strategies.
- 5.4 Demonstrated deep understanding and respect for Aboriginal societies and cultures. Commit to ongoing learning and awareness-building around issues impacting communities.
- 5.5 Demonstrated ability to establish and maintain culturally respectful work environments that promote effective collaboration and relationships within and across teams.
- 5.6 Showcase excellent interpersonal skills, self-awareness, and self-management in communication, problem-solving, and conflict resolution, with a strong emphasis on community and cultural awareness.

- 5.7 Possess well-developed administrative skills, including meticulous record-keeping, accurate documentation of assessments and case notes, and efficient file management.
- 5.8 Demonstrated comprehensive understanding of relevant legislation such as the Children, Youth and Families Act 2005, the Child Wellbeing and Safety Act 2005, and Child Safe Standards, emphasising commitment to compliance and safeguarding.
- 5.9 Sound knowledge of theoretical frameworks pertinent to child development, trauma, attachment, and their application in practice with vulnerable families.
- 5.10 Demonstrated experience and skills in delivering information, advice, intake, referral, and consultation, including conducting detailed and complex child and family assessments, well-being assessments, and risk assessments.
- 5.11 Exhibit a strong understanding of the drivers/root causes of family violence, child and family vulnerability, and the broader social services sector, including fundamental practices and theories.
- 5.12 Demonstrate the capability to work autonomously while also collaborating effectively within a multidisciplinary team environment.

6. ADDITIONAL ESSENTIAL REQUIREMENTS OF THE POSITION FOR SUCCESSFUL APPLICANTS

- 6.1 A satisfactory Victorian Working with Children Check
- 6.2 A satisfactory Police Check
- 6.3 A satisfactory International Police Check (If relevant)
- 6.4 Current driver's licence

7. WORK CHALLENGES/PRESSURES

- Time constraints/adhering to timeframes as per work plans
- Competing priorities
- Working with client expectations that may not be realistic
- Dealing with people with a variety of abilities and needs
- Dealing with distressed clients
- Handling numerous calls at once
- Psychosocial pressures

8. SUPERVISION

At UMFC, supervision is considered to be an integral part of service delivery and workforce management. The development and maintenance of skilled and supported workers depend in large part on the support and structured reflection provided by the supervision framework. The supervision framework is supported by our Sanctuary commitments such as social responsibility, open communication and democracy.

Supervision has a number of benefits for workers, clients, and the organisation, including:

- protection and a commitment to quality service provision for clients through case review
- a forum of accountability for those to whom the worker is accountable (clients, organisation, profession)
- a reflective space for workers to identify their strengths and weaknesses and any personal issues that may impact their professional practice
- an opportunity for workers to build their skills and identify areas for future development in a supportive environment.
- trauma informed, consistent conversations that are a protective factor to decrease the likelihood of developing vicarious trauma when undertaking challenging work.

Supervision is a requirement for all workers at UMFC and must, at a minimum, be provided:

- on an individual basis
- for 2 hours per month (pro rata) which may be in a single block or in smaller units.