

POSITION DESCRIPTION

Position Title	Support and Safety Hub Practitioner
Program	The Orange Door (NEMA Support and Safety Hub)
Employment Status	0.9 and 0.8 FTE
Tenure	Ongoing
Classification	Kids First Australia and Australian Services Union (ASU) Enterprise Agreement 2019 – Level 5
Position reports to	Senior Support & Safety Hub Practitioner
Location	The Orange Door NEMA Heidelberg

Kids First is a child, youth and family services provider and early years education specialist. We have proudly been at the heart of community care in Victoria since 1896.

Our proud history is matched with a progressive mindset as we continually deliver Australian-first and sector leading programs designed to strengthen family relationships, support healing and recovery from trauma and set children and young people up for brighter futures.

We nurture an inclusive and rewarding culture that attracts and retains talented people, bound to a common purpose. Built on our legacy of more than 125 years of community service, we actively support our people to make a significant difference to the lives of children, young people and families. Every. Single. Day

Kids First is a child safe organisation and is committed to maintaining a child safe environment for children and young people who access our services.

As an Equal Opportunity employer, we respect and value diversity and inclusion. We welcome everyone to apply, regardless of age, ethnicity, cultural background, gender, sexual orientation, religious affiliation, and physical ability. Reasonable adjustments will be made for people with disabilities where operationally viable.

Our Purpose

Every day we will work together to improve the life trajectories of children and young people, and maximise positive outcomes for them and their families.

Our Values

Our HEART values encapsulate the way we work together and partner with children and families to bring positive and sustainable outcomes.



Hope
We believe that change is possible and achievable



Empowerment
We build on people's strengths and support their ability to make positive changes in their lives



Accountability
We are open and transparent in everything we do



Respect
We value all people



Trust
We act in an ethical, inclusive, professional and open manner

Position Purpose

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. One of the key recommendations of the Royal Commission and the Roadmap for Reform was to establish a network of Support and Safety Hubs (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 the services they need to feel safe and supported. The Orange Door accepts referrals from a range of services and professionals including L17 Police referrals, Child Protection, Community referrals (i.e. maternal child health, hospitals, schools, mental health services) and self-referrals via phone or walk-in. Family Safety Victoria (FSV) oversees the operations of the Orange Door and provides leadership, facilitation, oversight, and infrastructure management in collaboration with the Hub Leadership Group and Operational Leadership Group.

The Hub Practitioner role sits within a multi-agency team delivering high quality screening and triage, assessment, crisis responses, service planning, targeted interventions, and referral.

Organisational Relationships

Supervisor	<ul style="list-style-type: none">• Team Leader or Senior Practitioner
Direct Reports	<ul style="list-style-type: none">• N/A
Internal Relationships	<ul style="list-style-type: none">• Chief Executive Officer• Executive Team• Direct Reports• All staff
External Relationships	<ul style="list-style-type: none">• Key Stakeholders including, government, corporate, community and fundraising/ philanthropic stakeholders• Professional networks

Key Responsibilities

Service delivery

- Work as a member of a multi-agency team to deliver high quality, safe and effective responses to women, children and families seeking support.
- Deliver screening, triage, assessment, crisis responses, service planning, targeted interventions, allocation and coordinated referrals consistent with the Integrated Practice Framework, Operational Guidelines, and relevant risk assessment tools and frameworks including MARAM and Best Interests Framework.
- Prioritise the safety of victim survivors and children using a gendered understanding of family violence and an understanding of child and family vulnerabilities.
- Play an active role in keeping perpetrators of family violence in view and holding them accountable through gathering and sharing information with key agencies.

- Make an active commitment to the development of an integrated working environment and the maintenance of a cohesive multi-agency team through active participation in staff meetings, team meetings, supervision, and practice discussions.
- Participate in training and development activities designed to build capabilities to work effectively in the Hub environment.
- Participate in formal supervision, and yearly agency performance development reviews.
- Perform other duties as requested by the Team Leader, Program Manager and/or Orange Door Hub Manager.

Administration

- Comply with data entry requirements and maintain concise, accurate case records.
- Apply for brokerage of behalf of clients in accordance with Brokerage Guidelines for approval by the Integrated Practice Leader.
- Handle client information in accordance with the Family Violence Information Sharing Scheme (FVISS), Child Information Sharing Scheme, and relevant privacy policies and requirements.

Quality and Risk Management

OHS

- All Kids First employees have a personal responsibility to work safely and to abide by the legislation, rules and established safe work practices that govern safety in the workplace.

Capability Framework – key selection criteria

Formal Qualifications	A relevant tertiary qualification in Social Work, Psychology, and/or related tertiary qualifications relevant to Child and Family Welfare
Skills & Experience	<ul style="list-style-type: none"> • Prior experience working with families and children experiencing complex needs and risk issues in the following areas: Family violence, Family Services, Child Protection, and/or other services working with vulnerable families and children. • Demonstrated ability to conduct comprehensive risk and wellbeing assessments, make sound recommendations for further support and work within the Best Interests Principles outlined within the Children, Youth and Families Act 2005. • Sound knowledge and experience working within theories including systems trauma informed, and strengths based. • Demonstrated ability to develop and maintain strong collaborative relationships and partnerships with key stakeholders. • Excellent written, communication, organisational and time management skills. • Proficiency in using computers and data bases.
Other Selection Criteria	<ul style="list-style-type: none"> • Current Victorian Working with Children Check.

	<ul style="list-style-type: none"> • Willingness to undertake a Police Check • Current driver's licence • A good understanding of or willingness to learn about Aboriginal culture, values and protocols and a demonstrated capacity to work in a culturally informed and respectful manner.
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Inherent Physical and Psychological Demands

Activity	Frequency – Daily Regular Occasional
Office-based work	Daily
Managing competing priorities	Regular
Computer based activities (including phone work)	Daily
Interact with client who could display verbally or physically challenging behaviours	Occasional
Exposure to families that experience family violence	Regular – daily
Driving	Regular
Walking, climbing stairs, bending	Stairs – daily