Text

Description automatically generatedHOME AGENCY MANAGER, THE ORANGE DOOR

POSITION DESCRIPTION

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| **Position Details** | |
| **Position Program:** | The Orange Door Crisis Response |
| **Position Stream:** | Integrated Family Violence Services (IFVS) |
| **Work Location(s):** | **Office Locations:** |
| **Work Location(s):**  **GenWest EA 2017 Classification:** | WMA - The Orange Door Location |
| **Other Location/s as Required:** |
| May be required to work from approved remote work sites. |
| * 8.3 |
| Director, IFVS and matrix reporting role to The Hub Manager for each Hub |

GENWEST – ABOUT US

GenWest is an organisation in Melbourne’s western suburbs working towards gender equity. We help people who are experiencing family violence. We support communities to lead safe and healthy lives, by running social and health education programs. We also work with other organisations and councils to advocate for equal rights and the prevention of family violence. Our clients represent the diverse people of Melbourne’s west. This includes women, LGBTIQA+ people, First Nations peoples, people with disability, migrant and refugee communities, children, young people and older people.

1. STREAM PURPOSE - THE ORANGE DOOR MODEL AND SERVICE

**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 brings 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 Door model will be required to operate with a management matrix model delivering family violence service to survivors.**

2. ROLE CONTEXT AND CORE PURPOSE

The position’s core purpose is to lead the GenWest team at The Orange Door Werribee to ensure the success of essential crisis response and case management services.

This role has a matrixed reporting structure and will be responsible for building and maintaining ongoing relationships across agencies, playing a leading role in the success of the TOD integrated service model.

ROLE CORE RESPONSIBILITIES

* A **hands on** approach to **supervision of best practise** integrated family violence services, including complex clinical oversight and quality control of service delivery, Ensure adherence to all Operational Guidelines, the Hub Service Model and the Integrated Practice Framework
* Ensure **consistency of GenWest organisational practices** at TOD including ensuring practise is evidence based, client led and advocating for gender equity
* Ensures **Clinical governance and high-quality client service delivery** is maintained through embedding and monitoring of relevant GenWest policies, procedures and processes using client led and evidence-based practise.
* Supported by People & Culture ensure operations are adequately **staffed with suitably trained specialist family violence practitioners** capable of working in an integrated team, maintaining specialise family violence practise requirements.
* Oversee **onboarding of new employees** to TOD location supported by the TOD development lead.
* Provide **clinical supervision** for team leaders and practise leads with the support of the TOD development lead.
* Manage processes and procedures as they relate to The Orange Door, including being the **first point of contact for critical incident management** and reporting; escalating appropriately through the Gen West escalation processes
* Ensure compliance with **occupational health and safety regulations** including incident reporting, risk mitigation and complaints handling
* Work within a complex, high-pressure matrixed environment. Represent GenWest in integrated family violence service meetings advocating for best practise, dispute resolution, and relationship building.
* Forge strong connections across FSV, DHHS, CSOs and other key stakeholders to facilitate integrated service delivery and shared vision for The Orange Door

**You will**

* 1. Influence stakeholders holding competing views and priorities and views.
  2. Negotiate to resolve differences to achieve agreement.
  3. Provide leadership and guidance based on advanced expertise.
  4. Brief high-level stakeholders in own area of expertise in a variety of forums.

4. KEY STAKEHOLDERS AND COLLABORATIONS

Internal: GenWest and Orange Door workforce

External: Multiple external agencies including FSV

5. 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.

6. KEY SELECTION CRITERIA

### **Knowledge and skills**

1. **Drives cultural change**: has a clear concept of the culture required to achieve integrated practice and service delivery excellence; designs and delivers innovative approaches that enhance service delivery and promotes quality standards; understands how to build and establish effective practice cultures, identifies change required, describes reasons for it and engages people who can deliver the change.
2. **Expert knowledge and experience working in management roles within a clinical and/or social service context**: has experience in developing, managing and motivating high performing teams; has established expertise and capability to lead culture, system and processes that support high quality integrated service delivery.
3. **Stakeholder partnerships**: i**dentifies issues in common for one or more stakeholders and uses these to build mutually beneficial partnerships; identifies** and responds to stakeholder’s underlying needs; uses understanding of the stakeholder’s organisational context to ensure outcomes are achieved; finds innovative solutions to resolve stakeholder issues.
4. **Systems thinking:** diagnoses trends, obstacles and opportunities in the internal and external environment; understands the linkages between natural systems and communities to inform policy; conceptualises and defines the systems working within the organisation.
5. **Financial/budget management:** experience preparing, monitoring and managing budgets in line with legal requirements and operating guidelines.
6. **Self-management:** invites feedback on own behaviour and impact; uses new knowledge or information about self to build a broader understanding of own behaviour and the impact it has on others; understands strong emotional reactions and seeks ways to more effectively manage them.

### **Qualifications**

* Relevant qualification(s) in social work

### **Specialist expertise**

* A strong knowledge and 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 and their fundamental practices and theories is essential.
* Demonstrated experience in senior management and leadership in complex service delivery, particularly multi-disciplinary and multi-agency approaches to the provision of services to vulnerable children, families and diverse communities.
* Demonstrated knowledge of how current public sector reform, driven by the recommendations of the Royal Commission into Family Violence and Family Service reform Road Map to Reform: Strong Families, Safe Children, will contribute to the successful implementation of The Orange Door in Victoria.

7. KEY CHARACTERISTICS REQUIRED

Key characteristics are the psychological and physical demands of the role. Below are the key characteristics (psychological and physical) required to perform the role successfully. GenWest will provide additional supports where reasonably possible (please speak to either the recruiting manager or people and culture representative):

1. Operate effectively and proactively with diverse workforce and internal and external stakeholders
2. Respond in a proactive manner to challenging workloads and competing priorities.
3. Able to sit at a desk, in meetings and work off computer screens for extended periods of time.
4. Work in different and unstructured locations.

REVIEW OF POSITION DESCRIPTION

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

ACKNOWLEDGEMENT

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.

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| **Employee Name:** | **Signature:** | **Date:** |