

POSITION TITLE:	Hub Practitioner
POSITION LOCATION:	Warrnambool – travel throughout the Wimmera South West DFFH region and to Melbourne may be required
CLASSIFICATION:	Social, Community, Home Care and Disability Industry Award 2010. Level 5 – Pay Point dependent on skills and experience
TEAM:	Client Services - The Orange Door
EMPLOYMENT:	Full Time or 0.8FTE

OUR ORGANISATION

Emma House Domestic Violence Services Incorporated (EHDVSI) was established in 1979 and provides support and assistance to women and children who are experiencing, or who have experienced domestic violence / family violence. It is the primary specialist family violence service for South West Victoria. Our range of services can include crisis response, accommodation and/or outreach services, all of which are high quality and contemporary best practice models of service delivery.

Emma House and The SAFV Centre have recently entered into a partnership for the joining of the two organisations through a proposed merger. The merger is pending government approval to take place during 2023. The SAFV Centre is providing leadership support to Emma House and together we are pleased to offer the opportunity for a Client Services Manager to join the organisation.

EHDVSI is a feminist organisation, and our aim is to provide an empowering, respectful and culturally sensitive service committed to best practice. The EHDVSI hope is for a society where women and children live free from family, domestic or intimate partner violence in all its forms, and we work towards this each day.

EHDVSI acknowledges **Aboriginal and Torres Strait Islander people** as the traditional custodians of the land on which we operate. We commit to working respectfully to honour their ongoing cultural and spiritual connections to the country.

EHDVSI actively values and **promotes diversity and is committed to being inclusive and respectful to all**. We welcome applications from women and people who identify as women who are Aboriginal and Torres Strait Islanders, members of the LGBTIQ+ community, from culturally and linguistically diverse backgrounds and women of all abilities and is a Child Safe Organisation.

As a specialist family violence agency providing services to women and children victim survivors of family violence, Emma House holds an exemption under section 89 of the Equal Opportunity Act 2010 to only employ people who identify as female.

THE ORANGE DOOR

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.

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 to provide a new way for women, children and young people experiencing family violence, and families who need assistance with the care and

wellbeing of children to access the services they need to be safe and supported. These Hubs are known as The Orange Door.

The Orange Door is also intended to hold perpetrators to account by planning interventions to address the risk they pose and challenge their controlling, violent and abusive behaviour.

The Orange Door keeps the whole family in view and provides a more visible contact point to access family violence services ,child and family services and perpetrators/men’s services, with expert support tailored to each family member’s needs.

The safety of victim survivors and children is The Orange Door’s first priority. The Orange Door also recognises that a gendered understanding of family violence and an understanding of child and family vulnerability are critical to effective services and systems. The Orange Door is accessible, safe and welcoming to people, providing quick and simple access to the support and safety they need. They will also engage perpetrators and plan interventions to hold them to account.

Given the phased approach to implementing The Orange Door and the evolving nature of the design process, certain elements of the service model may change over time. The role and operations of The Orange Door will not be static or fixed at one point in time. Just as the practice of The Orange Door will be informed by emerging needs and evidence, and firmly embedded with the principle of continuous improvement, the design and implementation of The Orange Door will continue to develop and be informed by community needs, co-design, evaluation, and practice learnings. Future development of the service model will continue to be set at the state-wide level, informed by local practice and experience.

The Orange Door will deliver 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 wellbeing issues
- Advice based on contemporary risk assessment tools and guidance
- Specialist support and tailored advice for victims, families and children, and perpetrators
- Connection and coordination of access to support
- A system-wide view of service capacity, client experience and outcomes

ROLE CONTEXT

The Hub Practitioner will work within the multi-disciplinary Orange Door team and deliver high quality, safe and effective service responses to Victorians seeking support and services through The Orange Door. The role conducts risk and needs assessments, utilising established frameworks, and requires a high level of professional judgement. The Hub practitioner will work with other partner organisations within the Orange Door to provide an intergraded response to direct contact and referrals coming into the Orange Door.

A solid understanding is required of the principles and practices relevant to the Family Violence sector, including the underpinning societal structures that perpetuate gender inequity and contributors to the ongoing disempowerment of women and children.

PRIMARY PURPOSE OF THE ROLE

The role aims to ensure women and children experiencing, or who have experienced family violence, are provided with

- Appropriate risk assessment and safety planning
- Presented with the options for referrals and resourcing to assist them in making informed decisions in regard to their situation
- Facilitating and completing referrals
- Short term supportive counselling
- Provide a point of contact for secondary consultation, advice and information

The role of the Hub Practitioner will work at The Orange Door. It is essential this role engages strong risk assessment and risk management skills, along with the ability to make sound decisions sometimes in crisis situations. It is essential that all work is to remain confidential and professional boundaries are adhered to.

The role requires having knowledge and experience working in a clinical setting, as well as the capability to embed integrated practice and quality clinical practice. Due to the integrated nature of the Orange Door, there are times when practitioners may be requested to take calls from outside of their speciality steam such as child wellbeing or men's.

REPORTING RESPONSIBILITIES

The position directly reports to the Team Leader - The Orange Door.

This position will primarily work from the Orange Door location but will remain connected with Emma House and the Manager – Client Services and Emma House as an organisation.

The role will work within a diverse team of professionals to achieve program goals and client outcomes and ensure to maintain accurate client records, actively participate in and contribute to program service planning, while representing the victim/survivors voice in all discussions.

As this position regularly engages with other agencies within the Orange Door, this role must be able to work collaboratively with others, maintain professionalism and actively promote Emma House Domestic and Family Violence Service to the region and beyond.

KEY RESPONSIBILITIES

Personal and Professional

- Understanding of the value of professional supervision and a willingness to participate in reflective practice
- Commitment to maintaining an up to date knowledge base on issues relevant to domestic and family violence practice.
- Willingness to participate in the annual performance management processes
- Willingness and commitment to attend training and educational opportunities as identified in the annual individual professional development plan.

Administration, Documentation and Reporting

- Knowledge of documentation of records within a compliance framework
- Knowledge of contemporary case recording principles and the application to service related documentation
- Possession of a variety of strategies to accomplish the completion of administrative tasks within nominated timelines
- Willingness to undertake associated administrative work
- To collect and collate data as required
- Skills to digitally record client information in accordance with agency and funding body requirements.

Technical Skills and Knowledge

- Work collaboratively with The Orange Door team and deliver professional, multi-disciplinary and integrated family violence support service to women and their children, including risk assessments, planning, brief intervention, and case conferences.
- Receive and manage all family violence referrals for women and children to The Orange Door, including the delivery of client screening, assessment, crisis responses, service planning, targeted interventions, allocation and coordinated referrals consistent with the Orange Door operational and practice guidelines, relevant risk assessment tools and frameworks.
- Provide clients with timely, accurate and relevant information to ensure they are able to make informed choices.
- To provide secondary consultations as required
- To work closely with the organisation's practitioners to ensure the safety of victim/survivors
- To utilise clinical skills and experience in the delivery of programs and services to vulnerable members of the community
- To liaise with related services and other stakeholders such as Police, Courts, Child Protection, community service providers and housing services
- To use a developed knowledge base and experience in therapeutic approaches and trauma informed work to work with victim/survivors
- Play an active role in keeping perpetrators of family violence in view and hold them accountable through gathering and sharing information with key agencies.

Communication and Teamwork

- Commitment to effective communication and information sharing
- Willingness to represent the organisation professionally and promote services appropriately
- Ability to work in a well-organised manner, both independently and with team members and to contribute to a harmonious and team-based working environment
- Understanding of the principles of effective decision-making and dispute resolution processes
- Contribute to the review, development and implementation of systems, policies and procedures to build and enhance the Orange Door service model.

Continuous Quality Improvement

- To participate in the organisation's CQI processes

- To participate in the quality improvement practices and outcomes in accordance with the relevant industry standards
- To participate in the Accreditation process and continuous improvement plan
- Contribute to monitoring of service provision to ensure outcomes are in line with internal and external standards, service philosophy and goals
- Participation in the development and review of organisational policies, procedures and work instructions as appropriate
- Understand the importance of encouraging service users to offer input and feedback about the service via the various channels available.

Workplace Health and Safety

- Demonstrate an understanding of the shared responsibility for a safe workplace
- Understanding of the core responsibilities of an employee in relation to occupational health and safety
- Participation in the monitoring of occupational health and safety practices within the workplace, and the addressing of any concerns via the appropriate channels, in a timely manner

Additional Duties

- Undertake regular tasks as per requirements
- Work within the required financial parameters of your role
- Willingness to undertake additional duties as directed and / or negotiated with the Executive Officer
- Demonstrate flexibility in providing coverage for other staff during times of absence or leave
- Other administrative duties as required

Pre Employment Screening

EHDVSI has an obligation to offer a safe environment for children and is required to ensure all employees are appropriately screened before commencing employment. Screening occurs in accordance with the Worker Screening Act (2020) and the DFFH Safety Screening Policy and consists of a Nationally Coordinated Criminal History Check (Police Check), International Police Check (if required), Working With Children Check (or valid exemption), Referee checks and a robust interview process where an applicant's personal and professional interest in working with children may be explored, and the referee check process, whereby information will be sought regarding an applicant's history regarding working with children.

Where the Key Selection Criteria outlines mandatory qualifications an original of these must be sighted by the line manager and retained.

In accordance with the COVID-19 Mandatory Vaccination (Workers) Directions, pursuant to section 200(1)(d) of the Public Health and Wellbeing Act 2008 (Vic) Emma House is a mandated workplace, therefore staff are required to be vaccinated against COVID 19 and provide proof of vaccination status or evidence of exemption from the Australian Immunisation Register.

Risk Statement: Risk management is a core component of EHDVSI governance arrangements and compliance across the organisation supports the Board, committees and senior

management in their strategic and governance roles. Staff have an important role in contributing to, and applying effective risk management within their area of influence.

QUALIFICATIONS, EXPERIENCE AND ABILITIES REQUIRED TO FULFILL THE ROLE

Qualifications:

- Bachelor of Social Work or equivalent, or a willingness to upgrade from a Diploma of Community Services (Welfare Studies) to a degree qualification relevant to the field*
- Current Victorian Drivers Licence
- Current satisfactory Police Records check
- Current Working with Children Check

Experience, Skills and Abilities

The successful candidate will have the best combination of the following characteristics:

- Commitment to the vision, philosophy and objectives of EHDVSI and The Orange Door
- Understanding of the nature, scope and impact of domestic and family violence on victim/survivors
- Understanding of the principles of empowerment for individuals, and women in particular
- Skills to develop and review immediate safety plans in collaboration with the service user
- Possession of a client focused approach that facilitates empowerment and independence for victim/survivors and safety and security for service users and their children
- Understanding of, and a commitment to advocating against structural inequality as it relates to women and their children
- Knowledge and skills in case management principles and practice
- Ability to undertake considered and comprehensive client safety / risk and homelessness assessments using the required frameworks and the information sharing schemes
- Ability to work cooperatively and collaboratively with service users, colleagues and other service providers
- Participation in the delivery of public awareness / community education activities regarding domestic violence issues and the community impact of domestic violence
- Understanding of, and a commitment to maintaining professional practice and boundaries
- Completion of Domestic and Family Violence specific training, particularly in risk assessment
- A comprehensive understanding of the complex issues and systems that impact upon women and children who have experienced family violence, including the social, political, emotional, legal, medical and economic contexts
- An awareness of key agency stakeholders
- Knowledge of the principles of gender inequality and feminist theory
- Current First Aid Certificate Level II

*Minimum mandatory qualifications requirements

As per the minimum mandatory qualifications requirements via

<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:

- are considered EXEMPT under the policy
- OR hold a Bachelor of Social Work or other equivalent qualification

- OR have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements.
OR hold significant cultural knowledge and experience or lived experience, and have faced barriers to educational pathways.

AUTHORISED BY:

NAME: Sue Finucane
POSITION: Acting CEO
DATE: February 2023