

	<b>Position Title:</b> Hub Team Leader – Specialist Family Violence	<b>Team:</b> Western Family Violence Support and Safety Hub		<b>Region:</b> Western <b>Office:</b> Ballarat
	<b>Supervisor:</b> Program Manager Triage and Response	<b>Delegations and Authorities:</b> In Line with Delegations Policy	<b>Band:</b> C <b>Salary:</b> SCHCADS Lv 7 \$10,500pa Motor Vehicle Allowance	<b>Date Completed:</b> October 2019

OUR VISION AND PURPOSE	ROLE CONTEXT
<p><b>We believe children, young people and families should be safe, thriving and hopeful.</b></p> <p><b>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</b></p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p><b>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</b></p>	<p>The Western Family Violence Service will provide a Specialist Family Violence team within The Orange Door (Central Highlands Region) as an initiative resulting per Recommendations 37 and 38 of the Royal Commission into Family Violence.</p> <p>The fundamental function of The Orange Door is to:</p> <ul style="list-style-type: none"> <li>• Be a more visible and accessible contact point for service users requiring specialist support.</li> <li>• Provide help for people to identify family violence and child wellbeing issues.</li> <li>• Support to access justice and legal support.</li> <li>• Offer advice based on contemporary risk assessment tools and guidance.</li> <li>• Provide specialist support and tailored advice for victims, families and children, and perpetrators.</li> <li>• Connection and coordination of access to support.</li> <li>• A system wide view of service capacity, client experience and outcomes.</li> </ul> <p>Underpinning the service is a commitment to work within a feminist framework that acknowledges the gendered nature of violence against women and the social pattern of inequality in which violence and abuse is perpetrated.</p> <p>The Support and Safety Hub has been established following the Royal Commission into Family Violence. The Orange Door as it is now known has been designed to make it easier for vulnerable families and children – including victims/survivors of family violence and families with children at risk of abuse or neglect – to access services when and where they need them. They will be visible and trusted points in the community offering safe, simple and early access to services and connect people to the support they need.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p><b>We expect all staff to apply these Values in all aspects of their work.</b></p> <p><b>Courage:</b> to never give up, maintain hope and advocate for a ‘fair go’</p> <p><b>Integrity:</b> to be true to our word</p> <p><b>Respect:</b> to acknowledge each person’s culture, traditions, identity, rights, needs and aspirations</p> <p><b>Accountability:</b> to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p><b>Working Together:</b> to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<p>The Hub Team Leader – Specialist Family Violence will provide day-to-day coordination and support a team of highly skilled family violence and child wellbeing workers who collectively will provide screening, assessment, triage and response functions to all incoming referrals for women, and women with children through an Integrated Practice Framework, including child wellbeing and working with perpetrators.</p> <p>The Team Leader will be supervising and supporting a multi-disciplinary team in support of The Orange Door. The Team Leader will supervise staff from other agencies that sit within The Orange Door and give direction as required and support staff to make thorough and in depth risk assessments for women and children.</p>
	REPORTING RELATIONSHIPS
	<p>This role is based at The Orange Door in Central Highlands Area, with the primary premises located in Central Ballarat and will report to the Program Manager Triage and Response. This role will supervise Hub Practitioners. There will be an expectation that staff are available to provide services at the alternate access point at Bacchus Marsh and other outposts in Ararat and Daylesford or other areas as they develop.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> <li>• Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement and occupational health and safety.</li> <li>• Berry Street is committed to diversity and inclusion. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion.</li> <li>• Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity.</li> </ul>	
KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<ul style="list-style-type: none"> <li>• Excellent written and oral communication skills (including public speaking, presentations and facilitation skills).</li> <li>• Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.</li> <li>• Demonstrated ability to provide leadership including experience in supervising staff, share knowledge and experience with others and lead others through change.</li> <li>• Demonstrated knowledge and understanding of the gendered nature of family violence and the ability to articulate a feminist practice framework, including the impact on women and children.</li> <li>• Demonstrated ability to reflect on and analyse complex situations arising from intake, with a capacity to adapt, support and manage change.</li> <li>• Detailed understanding of child development theory, trauma-informed practice, and the Best Interests Case Practice Model.</li> <li>• Demonstrated commitment to working collaboratively internally, with partners and stakeholders, and the community with the capacity to build relationships, negotiate and liaise at a leadership level and the capacity to work independently..</li> <li>• The ability to assist in developing a positive working culture that supports all staff that work with in The Orange Door.</li> </ul>	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> <li>• A tertiary qualification in Social Work, Psychology, Welfare or a related discipline.</li> <li>• Minimum one-year experience in a leadership role.</li> <li>• Knowledge of the Family Violence Protection Act 2008 and the Common Risk Assessment Framework and the ability to share this knowledge and model systems advocacy.</li> <li>• Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.</li> </ul>	<ul style="list-style-type: none"> <li>• A comprehensive understanding of the Integrated Family Violence Service System.</li> <li>• Ability to speak a relevant community language.</li> <li>• Post graduate management qualification.</li> </ul>

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Direct Service Delivery</b>	<ul style="list-style-type: none"> <li>• Providing leadership, guidance and oversight to a team of Hub Practitioners to ensure high quality, safe and effective service responses for women and children seeking support and safety through the Support and Safety Hub.</li> <li>• Provide consultations to direct service staff.</li> <li>• Coordinate rosters, staffing and resourcing.</li> <li>• Triage referrals.</li> <li>• Liaise with key stakeholders across the region to develop the required partnerships.</li> <li>• Supervise staff in the Orange Door.</li> <li>• Maintaining a small client load and providing coverage for team members as required.</li> <li>• Meeting team service delivery performance and data reporting requirements.</li> <li>• Managing, supporting and developing the Hub Practitioner team to build a culture of high performance, collaboration and innovation.</li> <li>• Monitoring alignment and ensuring compliance with relevant practice standards and frameworks.</li> <li>• Adhering to relevant frameworks including the Family Violence Information Sharing Scheme, standards, policies and procedures of the Support and Safety Hub.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Monitor targets and record all reportable information on CSNET, for DHHS service delivery tracking in the Support and Safety Hub system.</li> <li>• Ensure all regular line management supervision is attended.</li> <li>• Report any conditions that pose a risk to staff, the agency and DHHS.</li> <li>• Undertake other duties as directed.</li> </ul>
<b>Program Development</b>	<ul style="list-style-type: none"> <li>• Liaise with key management and staff from within the broader community &amp; health services sectors including hospitals, Community Health, housing, aged care, children's services, drug &amp; alcohol, problem gambling and other relevant services and facilitate effective links to enhance referral options for women and children and promote awareness of family violence.</li> <li>• Cooperate and participate in any evaluation processes either broadly related to family violence work or specifically regarding the strategies.</li> <li>• Contribute to the review, development and implementation of systems, policies and procedures to build and enhance the Support and Safety Hub service model.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Other duties as required.</li> </ul>

## INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
<b>Work Environment</b>	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work on-call after hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Regular
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
<b>People Contact</b>	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services.	Daily
	Undertake training and professional development activities.	Regular
<b>Administrative Tasks</b>	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
<b>Transport</b>	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Occasional
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional