



## Position Description

<b>POSITION TITLE:</b>	<b>ABORIGINAL HUB PRACTITIONER (ORANGE DOOR)</b>
<b>AWARD:</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>CLASSIFICATION LEVEL:</b>	Level 4 or 5 depending on skills and experience.
<b>STATUS</b>	Full-time, ongoing.
<b>DEPARTMENT:</b>	Family & Community Services
<b>LOCATION:</b>	573 Raglan Parade, Warrnambool.
<b>CURRENT INCUMBENT</b>	VACANT
<b>REPORTS TO:</b>	Orange Door Team Leader
<b>OTHER POSITIONS THAT REPORT TO THIS POSITION:</b>	Works closely with all service delivery teams.
<b>DATE PREPARED:</b>	19 May 2021

### ABOUT GUNDITJMARA ABORIGINAL COOPERATIVE

Incorporated in 1982 Gunditjmara Aboriginal Cooperative is an Aboriginal Community Controlled Organisation (ACCO) that provides a range of holistic community health and social support programs, principally to the Aboriginal community and other residents in Warrnambool and outlying areas.

We work in close partnership with local government, other health service providers including other Aboriginal Community Controlled Organisations in the Western District of Victoria, liaising regularly on the provision of health service and social welfare and community support programs.

To read more about the rich history of the Gunditjmara peoples, please refer to our website: [www.gunditjmara.org.au](http://www.gunditjmara.org.au).

### ABOUT 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 The Orange Door- a network of Support and Safety Hubs across Victoria. The Orange Door aims 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 coordinated support. The Orange Door

will also focus on perpetrators of family violence, to keep them in view and play a role in holding them accountable for their actions and changing their behaviour.

The State-wide Concept highlights that the safety of victim survivors and children will be The Orange Door's priority. It 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 will be accessible, safe, and welcoming to people, providing quick and simple access to the support and safety they need. The Orange Door will engage perpetrators and plan interventions to hold them to account and support them to access services to address these concerns.

### **Role of The Orange Door**

The Orange Door will deliver a fundamental change to the way we work with women, children, 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 and family safety and wellbeing issues.
- Advice based on contemporary risk assessment tools and guidance and best available information.
- Specialist support and tailored advice for victims, families and children, and perpetrators.
- A strong focus on perpetrator accountability.
- 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 Orange Door Team will include a mix of staff employed by Family Safety Victoria and other agencies (including Gunditjmara Aboriginal Cooperative) to reflect the local needs.

### **PRIMARY OBJECTIVES OF THE POSITION**

Located at The Orange Door in Warrnambool, this role will provide comprehensive intake, assessment and planning to Aboriginal community members seeking support around family violence and child well-being.

The Aboriginal practitioner will work as part of a multi-disciplinary team to deliver high quality, culturally safe and effective responses to women, children and families seeking support and safety through the Orange Door. Through a whole of family approach focused on victim/survivor safety and well-being, services will also be offered to perpetrators of violence to engage with services to address these behaviours and other support needs.

## **DUTIES & RESPONSIBILITIES**

- Provide culturally safe intake, assessment and planning to women, children, families, and men seeking support through The Orange Door.
- Work within a specialist discipline to deliver Orange Door services and develop an understanding of and the capabilities to work safely across family violence, perpetrator responses and child well-being (with appropriate training and supervision).
- Deliver screening and triage, assessment, crisis responses, service planning, targeted interventions, allocation and coordinated referrals consistent with the Integrated Practice Framework, Operational Guidelines, Services Specifications and relevant risk assessment tools and frameworks.
- Identify, assess, and prioritise risk and needs of women and children, families, and perpetrators, drawing on the expertise of different practitioners in a multi-disciplinary team.
- Work collaboratively with the Orange Door team to support integrated risk assessment and planning, including participating in case conferences and meetings.
- Recognise and identify limits of own expertise and when to seek advice or refer clients to The Orange Door specialist practitioners or Practice Leaders to ensure safe practice.
- Identify when a Central Information Point (CIP) request is required and refer request to the Gunditjmara Orange Door Practice Leader and/or Gunditjmara Family Violence Team Leader.
- Apply for brokerage on behalf of clients in accordance with brokerage guidelines.
- Navigate the broader service system for clients by referring clients to services and providing information and support including supporting strong links between The Orange Door and other Gunditjmara services.
- Record client information accurately on The Orange Door Client Relationship Management (CRM) system.
- Handle client information in accordance with the Family Violence Information Sharing Scheme (FVISS), Child Information Sharing Scheme (CISS), information security, privacy policies and requirements.
- Participate in training and development activities designed to build capabilities to work effectively in The Orange Door environment.
- Participate in formal supervision, performance development and management as per home agency requirements.

## **APPLICABLE TO ALL GAC EMPLOYEES**

### **Leadership**

- Be a positive role model for GAC, utilising training and experience to enhance employee satisfaction levels, leading to greater productivity.
- Manages own time and where applicable effectively delegates.

### **Financial**

- Where required, budgets are maintained or input provided, costs are minimised through intelligent spending, and reported on as required.

### **Confidentiality & Privacy**

- Confidentiality and privacy of all information obtained is maintained.

### **Behaviours**

- At all times adhere to GAC's Code of Ethics and Professional Conduct and Equal Employment Opportunity policy and have a zero tolerance to discrimination, bullying and harassment.

### **Quality control**

- Work in accordance with all relevant GAC's Quality systems.

### **Safety**

- Be a positive role model for other employees in the matter of OH&S.

### **Environmental**

- Commitment and active promotion of GAC's Sustainable Business Growth (Environmental) Policy.

## **CULTURAL SAFETY**

Gunditjmara Aboriginal Cooperative Limited is a culturally safe workplace. This means that any person who works for, on behalf of, or visits our organisation can expect:

- Shared respect, shared meaning, and shared knowledge.
- The experience of learning together with dignity and truly listening.
- Strategic and institutional reform to remove barriers to optimal health, wellbeing, and safety outcomes for Aboriginal people. This includes addressing unconscious bias, racism and discrimination, and the ability to support Aboriginal self-determination.

- We take responsibility for ensuring their own cultural values do not negatively impact on Aboriginal peoples, including a responsibility to address their potential for unconscious bias, racism, and discrimination.
- We take responsibility to support self-determination for Aboriginal peoples – this includes sharing power (decision making and governance) and resources with Aboriginal communities, and is especially relevant for the design, delivery, and evaluation of services for Aboriginal peoples.

**CHILD SAFETY**

Gunditjmara is a Child Safe Organisation and is committed to the safety of children and protecting children from abuse. Pre-employment checks include:

- Undergo and attain a satisfactory police check.
- Be in possession of a current Victorian Employee Working with Children Check card (or a clearance, whilst awaiting delivery of the card).
- Be able to attain two satisfactory employment references including, attesting to the incumbent’s suitability to work with Aboriginal and non-Aboriginal children.

**KEY SELECTION CRITERIA:**

<p>Qualifications, Knowledge, Skills and Experience</p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Bachelor level qualification in Community Services or equivalent (or working towards Bachelor level qualifications).</li> <li>• Sound knowledge and understanding and commitment to Aboriginal and Torres Strait Islander health, culture and the philosophy and practice of Aboriginal Community Control and be able to effectively utilise this knowledge to effectively communicate with Aboriginal people including women and children, men, and families.</li> <li>• Demonstrated ability to work successfully with Aboriginal people to address a range of complex and diverse needs including the understanding of the importance of culture and community connection.</li> <li>• Demonstrated knowledge and understanding of the drivers/causes of family violence and child and family vulnerability.</li> <li>• Ability to provide outreach and home visits outside of normal office hours.</li> <li>• Proven ability to maintain confidentiality and knowledge of privacy requirements relevant to the role.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Cooperates and works well with others in pursuit of team goals, collaborates, and shares information, shows consideration, concern and respect for others feeling and ideas, accommodates and works well with different styles of others.</li> <li>• Demonstrated ability to identify, assess and prioritise risks and needs of community members in a whole of family approach.</li> <li>• Ability to work with Aboriginal organisations, communities and individuals in culturally safe and appropriate ways.</li> <li>• Demonstrated understanding of the inter-generational impact of family violence within the Aboriginal and Torres Strait Islander community.</li> <li>• Demonstrated experience in case management, practice frameworks and models relevant to working with vulnerable families experiencing Family Violence.</li> <li>• Ability to make timely, sound decisions and assessments regarding children, youth and families experiencing Family Violence.</li> <li>• Good understanding of the judicial system and applicable legislation.</li> <li>• Effective liaison and communication skills with the Indigenous community and the wider community.</li> <li>• Commitment to working collaboratively within a small team environment and to work autonomously as required.</li> <li>• Highly developed interpersonal and communication skills.</li> <li>• Competent in using relevant computer programs.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Identifies as Aboriginal and/or Torres Strait Islander.</li> </ul>
Management skills	<ul style="list-style-type: none"> <li>• Self-managing in both time and project deadlines.</li> <li>• Specific and set objectives are to be achieved in the most efficient and cost-effective manner within a set timetable with available resources.</li> <li>• Understanding of personnel policies and practices applicable to the work performed and supervised employees.</li> </ul>
Communication skills	<ul style="list-style-type: none"> <li>• Able to communicate with clients, management, and employees in an effective manner.</li> <li>• Ability to act cooperatively, friendly, and reasonably to promote workplace harmony and team effectiveness.</li> <li>• Write reports and correspondence in field of expertise that can involve legal precedent.</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>• Self-motivated.</li> </ul>

	<ul style="list-style-type: none"> <li>• Innovative, forward thinking.</li> <li>• Prepared to learn and develop.</li> <li>• Team orientated.</li> <li>• Customer focused.</li> <li>• Able to present themselves and their work in a way that enhances the public image of GAC.</li> <li>• Willing to try new ideas and participate in change.</li> <li>• Focused on health and safety in their work.</li> <li>• Able to be self-managing.</li> </ul>
Specific Conditions/Restrictions	<ul style="list-style-type: none"> <li>• Must comply with reference and qualification checks prior to employment (and present originals qualification updates for copying and updating of training registers).</li> <li>• Must be physically and mentally capable of carry out duties of the position.</li> <li>• Able to pass a National Police check (at the organisation's expense).</li> <li>• Able to pass a Victorian Employee Working with Children Check (at the organisation's expense).</li> <li>• Current Victorian Driver's License.</li> <li>• This role may require some out-of-hours' work.</li> </ul>

Sign here x	Sign here x
<b>Ashley Couzens</b> CEO	Incumbent (Print name)
<b>Date:</b>	<b>Date:</b>