



Hub Team Leader – Specialist Family Violence **(Southern Mallee Access Point Orange Door) – Maternity Backfill position 12 months**

The Hub Team Leader – Specialist Family Violence will lead a team of Practitioners working within the integrated Support and Safety Hub (known as the Orange Door Access Point) team to support women, children and young people experiencing family violence and families who need support with the wellbeing and development of their children.

This position will lead the specialist family violence response work (core work to support victims of family violence) within the Southern Mallee broader team and will require extensive travel.

Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services is committed to ensuring that the value of diversity is upheld in everything that we do for our employees, clients and visitors that help us to achieve our mission. We respect the individuality of our employees, clients and visitors. Our organisation recently attained Rainbow Tick accreditation status.

Are you

- ✦ Passionate about delivering high quality services?
- ✦ Flexible and willing to contribute to achieving best outcomes for people?
- ✦ Willing to explore new ways of service delivery?
- ✦ Ready to lead and support Hub practitioners?

Classification	Social, Community, Home Care and Disability Services Award 2010 (to be negotiated)
Work location	Mallee; Orange Door - Southern Mallee. This position will be employed by and will work out of the Swan Hill office of Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services.
Website	www.msau-mdvs.org.au
Employment type	Full-time (travel will be required extensively)
Salary range	Dependent upon qualifications and experience, plus superannuation and the ability to salary package up to \$15,899 tax free (pro-rata)
Position reports to	Executive Director - Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services
Further information	Contact info@msau-mdvs.org.au
Closing date	Monday 16 th December 5pm.

Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Service

Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services is committed to reducing the prevalence and impact of sexual assault and domestic violence in the Mallee through partnerships which raise community awareness and undertake preventative and early intervention strategies and provide specialist and coordinated care valued by survivors of sexual assault and domestic violence, meeting safety needs and facilitating their empowerment, dignity and reintegration into communities of choice.

Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services acknowledges that family violence and other forms of violence against women are serious, preventable acts that have a significant impact on individuals, families, communities, our society and the economy. Violence against women is driven by four specific expressions of gender inequality:

- Condoning of violence against women and their children
- Men's control of decision making and limits to women's independence
- Stereotyped constructions of masculinity and femininity
- Disrespect towards women and male peer relations that emphasise aggression.

We recognise that while both men and women can commit violence, family violence is largely committed by men against women and children. Family violence is prevalent and occurs across the social spectrum. However, some groups of women and children experience multiple forms of discrimination and disadvantage due to the individual and structural power imbalances they face. This can compound their experience of violence and reduce their access to resources and support. At Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services, we respond to all victim/survivors of family violence in all its forms and deliver services from a rights-based approach that prioritises their safety, agency and empowerment.

Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services has a thirty-year history of providing services to victim/survivors and significant others of sexual assault and domestic violence. The components of the service consist of crisis care and accommodation, counselling services, advocacy, community education, outreach support, information and referral services and therapeutic treatment programs for children under 17 years with problem sexual behaviours.

In addition, we also host a Multidisciplinary Centre (MDC) in Mildura which enables victims of sexual assault to receive a consistent, coordinated and comprehensive response to their needs. The MDC includes a specially trained police unit, the Sexual Offences and Child Investigative Abuse Team (SOCIT), counsellors/advocates with the Mallee Sexual Assault Unit, Child Protection team and a Community Health Nurse.

RAMP, Regional Integration Coordinators, Personal Safety and Security Initiative, Mental Health and Alcohol and Other Drugs Specialist Family Violence Advisor Capacity Building Program and Specialist Family Violence Advisor Child Protection are also delivered by Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services. We recognise that in order to achieve best practice responses to victim survivors, their children and perpetrators requires cross sector and cross-discipline collaboration and team work. Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services strives to achieve service excellence and believes that the Orange Door is part of a broad suite of changes which will contribute to this change. We are excited to be partners in the delivery of The Orange Door across the Mallee.

Orange Door (Support & Safety Hubs)

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' now known as the 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 coordinated support from community, health and justice services. The Hubs 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.

Ending Family Violence: Victoria's Plan for Change released in November 2016, sets out the Victorian Government's commitment to establish a network of Support and Safety Hubs (Hubs) across all 17 Department of Health and Human Services (DHHS) areas. The Hubs will be central to Victoria's approach to addressing both family violence and ensuring child safety and wellbeing. The Hubs will also form a critical part of the broader service system response.

The *Support and Safety Hubs: State-wide Concept* (State-wide Concept) released in July 2017 describes the intent, scope, key functions and roles of the Hubs and how the Hubs will contribute to the vision and aspirations of Victoria's Plan for Change and Roadmap for Reform. It outlines what the Hubs will deliver across the state as part of the future service system; the approach government is taking, and a number of principles for the design of the Hubs.

The State-wide Concept highlights that the safety of victim survivors and children will be the Hubs' first 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.

Hubs will be accessible, safe and welcoming to people, providing quick and simple access to the support and safety they need. The Hubs will engage perpetrators and plan interventions to hold them to account.

FSV will facilitate state-wide coordination and development of the Hubs model, including with the support of a Hubs State-wide Reference Group. FSV will oversee the establishment of the Hub network in collaboration with the local Hub Leadership Groups, Hub Operations Groups and Hub Establishment Groups which will lead the implementation and management of the Hubs in each area.

The Victorian Government committed to the initial establishment of five launch sites in the DHHS areas of Mallee, Barwon, Bayside, Inner Gippsland and North-East Melbourne from early 2018, with Hubs in all 17 DHHS Areas by the end of 2021.

Given the phased approach to implementing the Hubs and the evolving nature of the design process, certain elements of this service model may change over time. The role and operations of the Hubs will not be static or fixed at one point in time. Just as the practice of the Hubs will be informed by emerging needs and evidence, and firmly embedded with the principle of continuous improvement, the design and implementation of the Hubs 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.

Our vision

To create a future where all Victorians can enjoy safe and respectful personal and family relationships, where children grow up in families that value their health, development and wellbeing.

Our role

The Hubs will deliver a fundamental change to the way we work with women, children and families, and men. The role of the Hubs 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

The Hubs will support the agency of women, children and families, to ensure that the services they receive meet their needs and their goals. The Hubs will help to maintain a focus on perpetrators, so the risk they pose can be assessed, and they are held to account for their behaviour.

The Orange Door - Hub team

Hubs will bring together different workforces and practices to create an integrated team and a consolidated intake point in each area to create a new way of support for:

- women, children, young people and families experiencing family violence
- perpetrators of family violence
- families in need of support with the care, development and well-being of children.

This will be achieved by drawing on the expertise of CSOs and their deep connections with people in local areas, and bringing together workers from organisations that currently:

- receive police referrals for women and children who are victims of family violence
- receive police referrals for perpetrators of family violence (known as 'Enhanced Intake Services')
- receive child wellbeing referrals
- provide the Child FIRST service
- deliver other relevant services as appropriate, such as those delivered by Aboriginal services

The Hubs Team will include a mix of staff employed by FSV and staff employed by CSOs, Aboriginal services and DHHS.

Accountabilities

The key responsibilities of this role at the Orange Door – Southern Mallee include:

1. Providing leadership, guidance and oversight to a team of Hub practitioners to ensure high quality, safe and effective service responses for women, men and children seeking support and safety through the Hub. Major focus of this role is to lead the family violence response work to support victims of family violence (specialisation area).
2. Managing the operational requirements of the Hub practitioner team, including:
 - Staff rosters and workloads.
 - Assigning clients to practitioners, this includes daily liaison with colleagues in Mildura for screening and triage actions.
 - Maintaining a client case management load as needed and providing coverage for team members as required.
 - Assist and liaise closely with the Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services Manager – Southern Mallee.
 - Approving and supporting direct allocations to services outside of the Hub.
 - Identifying and mitigating issues, which may adversely impact on client outcomes.
 - Aligning work with the Hubs Integrated Practice Framework, operating guidance and service requirements.
 - Meeting team service delivery performance and data reporting requirements.
3. Providing day to day support supervision to a cluster of Hub Practitioners from a variety of organisations and disciplines who provide a whole of family assessment and build a culture of integration, high performance, collaboration and innovation. This support will require travel to outer areas in the Southern Mallee to build community engagement and referral pathways processes.

4. Managing, supporting and developing the Hub practitioner team members employed by Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services, this includes providing:
 - Formal supervision and support
 - Performance review and management. - Professional development and training needs.
 - Monitoring alignment and ensuring compliance with relevant home agency practice standards and frameworks around victim support and led practice as a specialist family violence service.
 - Providing further support to the Manager – Southern Mallee, as directed by line Manager in a variety of day to day, planned support and leadership responsibilities as required.
5. Building effective and collaborative working relationships with key stakeholders across the Support and Safety Hub, Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services and broader community to support integrated practice.
6. Lead and/or participate in relevant supervision, training and other meetings as approved and required by the Mallee Hub and Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services.
7. Work collaboratively with the Hub team to support integrated risk assessment and planning including participating or leading case conferences and meetings.
8. Develops cross sector and multidisciplinary practice and capacity to respond to family violence and child safety and well-being issues.
9. Advocates for legislative, policy and practice reform:
 - Engages in activities to increase awareness of family violence across the broader community.
 - Advocates for service access.
 - Works with others to achieve legislative and policy reform.
10. Oversees integrated practice response which includes screening and triage, risk assessment, crisis response, service planning, targeted interventions, allocation and coordinated referrals consistent with the Integrated Practice Framework, Operational Guidelines, Service Specifications and relevant risk assessment tools and frameworks.
11. Recognises Aboriginal self-determination and the sovereignty of Aboriginal people and practices in a manner that embraces the inherent strength and diversity of Aboriginal people, families and communities.
12. Understands the circumstances of diverse individuals, groups and communities whose experience of violence are compounded by multiple forms of discrimination and disadvantage that they face and as a result may require additional supports to receive access and full participation.
13. Identifies when a Central Information Point (CIP) request may be required and refers to Advanced Family Violence Practice Leader.
14. Provides co-workers with relevant information and access to systems that support safe and effective family violence responses as part of an integrated practice approach.
15. Adhering to relevant frameworks, the Family Violence Information Sharing Scheme, standards, policies and procedures of the Mallee Hub and Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services.
16. Maintains accurate and complete records of work activities in accordance with legislative requirements and the department's records (Hub Client Relationship Management (CRM) system), Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services databases, information security and privacy policies and requirements.
17. Contributes to the review, development, implementation of systems, policies and procedures to build and enhance the Hub service model.
18. Supports collaboration, shared responsibility and mutual accountability and contributes to the success of the Support and Safety Hub.

19. Contributes to developing a new service response for women, children and young people experiencing family violence, perpetrators of family violence and families in need of support with the care, development and wellbeing of children and young people.
20. Participate in training and development activities designed to build capabilities to work effectively in the Hub environment.
21. Takes care for own health and safety and for that of others in the workplace by working in accordance with legislative requirements and occupational health and safety (OHS) policies and procedures.
22. The incumbent can expect to be allocated duties not specifically outlined in the position description, however within the capacity, qualifications and experience normally expected from a person occupying this type of position. As the Orange Door (Support and Safety Hub) is newly rolled out this position description will evolve over time resulting in changes to the accountabilities outlined in this document, opening hours of the service being one item continually reviewed.

Key Selection Criteria

1. Demonstrates an understanding of:
 - The challenges of engaging victim survivors, perpetrators and families to address safety and well-being concerns.
 - The gendered nature of family violence and violence against women and children and the distinctions between violence experienced and perpetrated by men and women.
 - The prevalence of attitudes and norms in society which condone family violence and lead to victim blaming and perpetrator invisibility.
 - The health, psychological, developmental, social and economic impacts of family violence on victim survivors including children, young people, families and the broader community.
 - The cumulative and traumatic impacts of family violence on women and children victim survivors and the impacts on the parent-child relationship.
 - The different manifestations and impacts of family violence on diverse individuals, groups and communities.
 - The unique status and experience of Aboriginal communities as First Nations people.
 - The tactics of coercion, power and control utilised by perpetrators in family violence.
2. Significant previous relevant experience in the field and a tertiary level qualification.
3. Experience leading teams, including change management, meeting team performance goals, recruitment and selection, performance management, coaching and development of staff.
4. Proven ability to provide advice and direction regarding complex matters, including crisis support, comprehensive risk assessments and safety planning.
5. High level of collaboration and stakeholder engagement skills.
6. High level communication and interpersonal skills.
7. Legal and practice definitions relevant to the Support and Safety Hub.
8. Proven resilience and the ability to prioritise competing demands.
9. Experience in implementing and leading people through change.
10. Commitment to a learning culture and continuous quality improvement.
11. Competency in key components of Microsoft office applications combined with the ability to learn and adapt to new information technology systems.

Pre-Employment Conditions and Safety Screening

Appointment to the position is subject to the satisfactory completion of the following:

- All applicants are subject to a National Police History Check.

- Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Immigration website www.immi.gov.au and can be searched for under the phrase, 'penal clearance certificate'.
- Undertaking and clear Working with Children Check (VIC and NSW)
- Disclosure of previous or current disciplinary action (employment history) is mandatory for all positions.
- Current driver's license.
- Evidence of completion of formal qualifications.
- Referee checks (three nominated referees including your supervisor if you are currently working).

How and where to apply

Applications (including a covering letter, resume and response to the key selection criteria) should be addressed to:

The Interview Panel

Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services

PO Box 1373, Mildura. 3502

Or Email to: info@msau-mdvs.org.au

Applications close: Monday 16th December 5pm.