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POSITION DESCRIPTION



Position Title:	Hub Practitioner – The Orange Door
Location:	The Orange Door Gippsland
Reports To:	Team Leader – The Orange Door
Hours of Duty:	As per the Employment Agreement
Salary Classification:	SCHADS Award Level 6
Position Numbers:	10146, 10103, 10172, 10106

Commented [LB1]: Inner Gippsland (locations Morwell, Warragul, Leongatha)...I wonder if we need to have this changeable depending on where the vacancy is

About Quantum

Quantum Support Services has been operating in the Gippsland region since 1987. During this time, the organisation has built a strong reputation in achieving outcomes for the local community. We are a not-for-profit support service, which means that all funds are used to support the community. We offer services to clients at our sites and outreach to clients living across Gippsland. The range of services we provide include:

- Homelessness including youth crisis accommodation.
- Tenancy advocacy and support
- Connecting people with the community such as assisting people experiencing vulnerability with health services and other support providers
- Family violence support for women and children
- Youth programs
- Out of Home Care including Foster Care

Quantum believes the celebration of diversity makes us and the community stronger. We are committed to embracing everyone's individual differences and recognises that we all have diverse life experiences that may be influenced by age, ability, social and financial status. Quantum supports everyone's right to feel respected, safe, welcome, and valued.

In undertaking this role with Quantum, you are expected fulfil the obligations set out in this role description and any other duties that reasonably fit within the level and scope for this role.

Primary Position Objective

The Hub Practitioner will be employed by Quantum Support Services within The Orange Door (Hub) network as part of a multidisciplinary team of practitioners to deliver high quality, safe and effective responses to women, children and families seeking support and safety through the Hub and keep the perpetrator in view.

The Hub Practitioner will report to the Hub Integrated Team Leader on a day-to-day basis with formal line-management and supervision also provided. The practitioner will also receive support and guidance from the Hub Practice Leaders.

Commented [LB2]: This is in the OG PD...worthwhile to be in IG too

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Duties and Responsibilities	
Community Development & Networking	<ul style="list-style-type: none"> To establish and strengthen linkages and protocols between the Orange Door, Family Violence Service, Family Services, Homelessness services, Victoria Police, Child Protection, Centrelink, Office of Housing, emergency relief agencies and other appropriate services.
Cooperation	<ul style="list-style-type: none"> To work cooperatively with other government and non-government agencies in maintaining an effective and responsive service delivery system for women, children and families, keeping the perpetrator in view. To participate in community education by providing and disseminating information and increasing the awareness of the impact of family violence on our community to other agencies, community groups, local government etc.
Agency Participation	<ul style="list-style-type: none"> Participate in regular supervision, review, and individual planning, including the identification of training needs, provided by the Line Manager. Participate and operate effectively within a team environment and attend and contribute to team meetings and Agency staff meetings. Commitment to continuous improvement including involvement in the ongoing evaluation and monitoring of both the program's and the agency's service delivery and contribute to future planning. Contribute to Quantum's policy processes in response to local, State and Commonwealth Government policy changes and reviews. Maintain requirements for the release of information between services and keep accurate records as required by the Information Privacy Act and other acts relating to information sharing. Maintain requirements in line with Legislation relating to information sharing for the FVISS & CISS as related to the MARAM framework.
Administration	<ul style="list-style-type: none"> Complete, in an accurate and timely manner, all necessary administrative tasks, including correlation of relevant forms, assessments and evaluations of participants. Maintaining accurate records. Maintain case files for all program participants. Reporting on a weekly, monthly basis or as requested.
General	<ul style="list-style-type: none"> Perform other duties relevant to Quantum Support Services' daily operations as directed by the Supervisor and Quantum Support Services Line Management. Work with minimal direction and supervision; demonstrate proficiency in literacy, computer skills and time management; and present emotional intelligence, good communication and interpersonal skills.
Health and Safety	<ul style="list-style-type: none"> Ensure that OHS incidents and injuries are reported through Quantum's OHS reporting system and through any applicable TOD procedure. Promote a safe workplace for colleagues and clients in accordance with OH&S legislation and Equal Opportunity Practices in accordance with Quantum policies and procedures. Consider and recommend reasonable wellbeing initiatives that could benefit Quantum Staff.

Key Selection Criteria	
Capabilities	<p data-bbox="274 443 1072 504">Quantum Capability Framework – Specialist Family Violence (Entry Practitioner Level)</p> <p data-bbox="274 526 1072 548">1. Engages Effectively</p> <ul data-bbox="274 548 1072 1075" style="list-style-type: none"> • Provides responses within appropriate theoretical and practice-based frameworks and engages appropriately with those from diverse communities. • Demonstrate a belief, respect, and valuing of knowledge and lived experience and avoids stereotyping. • Engages in active listening and asks open ended questions to build trust and understand individual circumstances and needs. • Uses culturally sensitive language to engage in a respectful way with an understanding of the local culture and customs. • Respectful of the ways in which victim survivors have made decisions to manage their own safety. • Explains client rights and responsibilities regarding limited confidentiality and when information-sharing with specific services or authorities is required. • Articulates that perpetrators are responsible for their behaviour and that victim survivors are not to blame. • Identifies and responds to intersecting factors that impact on the experience of family violence. • Provides information to victim survivors to support them in understanding the service system and navigating barriers to assistance. • Recognises, challenges and rejects attempts by perpetrators to minimise or deny their use of violence. <p data-bbox="274 1108 1072 1131">2. Identify and Assess Risk</p> <ul data-bbox="274 1131 1072 1680" style="list-style-type: none"> • Identifies family violence risk factors in accordance with the Family Violence Risk Assessment and Risk Management Framework • Articulates the physical, emotional, and behavioural indicators of family violence and sexual assault victimisation. • Engages in active listening and asks open-ended questions of clients in a sensitive, respectful and non-judgmental manner to explore their family violence risks and protective factors. • Seeks information required to assess whether clients are at risk of further violence or witnessing this violence. • Monitors and assesses risk to own safety and reports any threats to personal safety according to agency/organisation policies and procedures. • Explains client rights and responsibilities regarding limited confidentiality and informs clients when risk indicates that information sharing with specific services or authorities is required. • Modifies practice to address the dynamics and shifting nature of risk and supports the online safety of clients. • Asks open ended questions of perpetrators to understand individual circumstances that may impact on the risk of violence and control escalating in severity. • Conducts preliminary risk assessments with perpetrators, following identification or disclosure of family violence, and in consultation with specialist perpetrator services. <p data-bbox="274 1713 1072 1736">3. Managers Risk and Priorities Safely</p> <ul data-bbox="274 1736 1072 1830" style="list-style-type: none"> • Manages all levels of risk in an ongoing way and promotes accountability and establishes change-promoting relationships with perpetrators. • Provides secondary consultation for identifying, preliminary and comprehensive levels of risk assessments and reviews and accepts referrals as required.

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	<ul style="list-style-type: none"> • Develops safety plans that are responsive to risks assessed. • Manages ongoing safety needs of victim survivors of family violence. • Foreshadows the need of services to participate in development, implementation, monitoring, and adjustment of case plans, as required. • Consults with, reports, or refers to services where there are concerns for children’s safety or wellbeing. • Explores with perpetrators the kinds of relationships they want to have with partners, children and family members and examine how their violence undermines fulfillment of these aspirations. • Intensively examines perpetrators’ commitment to their partner and children’s safety and their willingness to comply with court orders and motivation for change. • Maintains accountability processes throughout an intervention with perpetrators. • Builds and maintains collaborative relationships with specialist women’s and children’s family violence practitioners. <p>4. Advocates for Reform</p> <ul style="list-style-type: none"> • Sources material to support work with the media and the community. • Develops case studies to support delivery of public presentations. • Participates in networks and coalitions focusing on policy and legislative reform, as required. • Participates in practice research activities, as required. • Develops case studies which make visible areas of policy requiring reform. <p>5. Provides Effective Service</p> <ul style="list-style-type: none"> • Works within a multidisciplinary team to document, implement, monitor and modify case management plans designed to address the ongoing needs of victim survivors or perpetrators of family violence. • Assists victim survivors of family violence to identify; how the violence has impacted on their children and relationships with their children, their protective actions and how these were undermined by the perpetrator and future actions to re-establish a strong parenting role with their children. • Adheres to confidentiality protocols of their service and understands information sharing laws and regulations, including when the level of risk indicates that information should be shared to lessen or prevent that risk even without consent. • Undertakes individual advocacy on behalf of victim survivors of family violence. • Makes referrals to other agencies, as required. • Documents case notes and reports according to best practice and organisational standards.
<p>Personal qualities</p>	<ol style="list-style-type: none"> 1. Works collaboratively and builds relationships. 2. Communicates with clarity and recognition of impact on audience. 3. Displays Initiative and accountability for work and actions. 4. Drive and commitment to high standards of performance. 5. Operates with a high level of ethics and cultural safety.
<p>Specialist Expertise</p>	<ol style="list-style-type: none"> 1. 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 required. 2. Demonstrated experience in leading family violence practice within complex service delivery contexts, particularly multi-disciplinary and multi-agency approaches to the provision of services to vulnerable children, families and diverse communities is required.
<p>Mandatory Qualifications</p>	

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	<ul style="list-style-type: none"> • Appropriate tertiary qualifications with a minimum bachelor’s degree (Social Work, Psychology, Family Therapy or Trauma Related Fields) and experience relevant to this position. • Completed application must include a detailed Cover Letter (aligning your response to the Key Selection Criteria) and a current resume that contains or has attached, the name, address and telephone numbers of three referees.
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Conditions of Employment	
Required	<ul style="list-style-type: none"> • Provision of valid Working with Children Check (full not voluntary) • Provision of satisfactory Current National Police Records Check prior to commencing employment and every 3 years thereafter. • Compliance with Quantum’s Child Safe Standards • Entitlement to work within Australia • 6 months probationary period • The successful applicant must hold a valid Victorian Driver's Licence that is not at risk of cancellation. • The successful applicant must confirm their acceptance of the Offer of Employment from Quantum Support Services Inc. via the People Learning & Culture Portal. • The successful applicant is required to comply with the policies of Quantum Support Services Inc. • This position is subject to an annual Review.

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Position created	1.	22nd February 2018	22nd February 2021
Reviewed	2.	11th December 2020	11th December 2023
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Reviewed	4.	28 th June 2021	28 th June 2024
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