Position Description
Integrated Team Leader The Orange Door

Position title	Integrated Team Leader The Orange Door
Program	The Orange Door
Reports to	• Manager Family Violence, Safety & Homelessness • General Manager Community Services • Chief Executive Officer
Direct reports	• The Orange Door HUB Practitioners & Support Staff
Award/EBA	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022

Position summary

The Integrated Team Leader The Orange Door (TOD) will support a team of highly skilled family violence intake hub practitioners' variety of specialist case disciplines. These specialist case disciplines include Victim survivors, Adults using family violence (AUFV) and child wellbeing. The Team Leader overseas the hub practitioners who provide screening, triage, assessment, and planning functions to all incoming referrals through an Integrated Practice Framework.

The Integrated Team Leader The Orange Door will provide Team Leader level management and coordination of the TOD hub and a hub practitioner team. This role will coordinate case allocations and support, mentor, develop, and supervise a team of practitioners (potentially a mix from multiple agencies, working within a TOD management model.

About the Orange Door

The Orange Door brings together different workforces and practices to create an integrated team and a consolidated intake point, to create a pathway of support for:

- Women, children, young people, and families experiencing family violence.
- Adults using family violence
- Families in need of support with the care, development and well-being of infants, children, and young people.

The Orange Door purpose is to make it easier for vulnerable families, children, victim survivors of family violence and AUFV's, to access core services when and where they need them. The Orange Door is a visible and trusted point in the community offering safe, simple, and early access to core services and connect people to the support they need.

Key responsibilities

Team Leadership at The Orange Door

1. Provide effective leadership, guidance, support and technical oversight of an integrated intake team of Orange Door Hub Practitioners.
2. Have a good understanding of the purpose and function of TOD as a primary intake service. Follow all intake processes ensuring you have a good working knowledge of the TOD CRM database. As you may be required at times to do case work in specific situations.
3. Ensure high quality, safe and effective service responses for vulnerable families, victim survivors and AUFV's ensuring an integrated family violence practice approaches are followed
4. Coordinate rosters, staffing and resourcing within TOD, this will include leave management and approval within TOD and GCH systems.
5. Coordinate the management of case allocation, case planning and case reviews for hub practitioner cases
6. Complete all Team Leader TOD level responsibilities as determined by the TOD as well as follow team leader relevant policies and procedures
7. Support high levels of Risk Management and safety management for all TOD Practitioners.
8. Ensure MARAM comprehensive levels of risk management for clients ensuring the highest levels of risk assessment and safety are recognised and supported.
9. Support MARAM information sharing processes under the FVISS and CISS Schemes.
10. Work activity in the case consultation space supporting high risk and normal case consultation work.

11. Be an active participant in the local leadership team at the TOD hub supporting hub cohesion and work.
12. Provide support and work collaboratively with the HUB Manager, Practice Leaders, and extended leadership from core agencies within The Orange Door.
13. Provide leadership supervision and support to hub practitioners and students as required.
14. Provide leadership ensuring you lead culturally and psychologically safe teams.

Collaboration work

15. Participate in sector networks and networking to promote Family violence sector best practice as well as TOD and GCH services.
16. Support cohesive services collaboration between TOD and GCH service offerings especially core services of Specialist Victim Survivor Case Management and AUFV case management and Men's behaviour change programs.
17. Participate in GCH leadership teams and groups as determined through line management
18. Work effectively with GCH leadership and line management to support any service and system barrier for clients accruing both TOD and GCH.

Reporting and compliance

19. Ensure timely case notes are completed, and effective case rationales are provided when making decisions on case directions
20. Ensure high levels of confidentiality and privacy are followed at the TOD.
21. Report all relevant incidents report via TOD and where relevant GCH systems
22. Provide reports both to the local leadership team as well as GCH leadership as required. The content and regularity of these reports will be determined by line leadership at TOD and GCH.
23. Monitor and contribute to the service delivery performance and data reporting requirements.
24. Manage, support and develop the Orange Door team to build a safe and supportive culture of high performance, collaboration and innovation.
25. Monitor alignment and ensure compliance with relevant practice standards and frameworks. Inclusive of safe and equal principle and relevant Family violence and child wellbeing legislation.
26. Follow and support development of TOD policies and procedures
27. Follow and support development of GCH policies and procedures
28. Adhere to the relevant legislation and frameworks required by The Orange Door Network.
29. Provide supervision and support to students as required.
30. Foster a respectful and inclusive work environment by treating colleagues, clients and other stakeholders with courtesy and respect.
31. Other duties commensurate with current skills and experience as agreed with the Program Leader, Manager, General Manager or the Chief Executive Officer.

Key selection criteria

Qualifications

- Bachelor of Social Work or other equivalent qualification, or
- Commitment to work towards the minimum qualifications

https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners

- Leadership Qualifications

Mandatory

- Experience working with victim survivors of family violence or AUFV's
- Effective leadership experience in the community services sector, and the ability to build strong, high performing teams and align teams with organisational values and goals.

Desirable

- Experience working with vulnerable families.
- Sound knowledge and commitment to family violence theory principles and practice.
- Strong understanding of intersectionality.

Demonstrated skills and experience

- Ability to maintain confidentiality at all times.
- Demonstrated attention to detail with well-developed administrative and organisational skills to effectively manage high volumes of work and determine priorities, meet targets and deadlines.

- High level verbal and written communication skills that enable effective and appropriate communication with a broad range of people at all levels.
- Demonstrated knowledge and application of computer software, including Microsoft Office and the Internet.
- Demonstrated ability to contribute to positive workplace culture and practices.

Quality, Health & Safety

- Act in a way that maintains physical and psychological health and safety for self and others.
- Adhere to safe work practices relevant to the role.
- Promptly report issues that might put self or others at risk, including incidents and near misses, and respond appropriately to risks and reports from others when appropriate to do so.
- Is kind to self and others.
- Contribute to workplace safety and reduction of workplace injuries.
- Ensure team members, consumers/participants and visitors are safe, and accurately report any incidents, hazards and near misses in a timely and professional manner.
- Work at all times within a culture of continuous quality improvement.

Personal attributes

- Empowering
- Professional
- Inclusive
- Compassionate
- Courageous

Licences and registrations

- Current National police check
- Current Employee Working with Children Check
- Victorian driver licence

Please note: These checks are a standard part of our employment process at Grampians Community Health. If the results of these checks are not aligned with the requirements of the role, we may reconsider the offer of employment.

Required training

- MARAM Comprehensive (Victim Survivor and People Using Violence)
- FVISS and CISS e-learning modules
- The Orange Door network onboarding and induction
- Internal online courses as required

Position Description last updated and approved by CEO **October 2026**