

# Position Description

<b>Position title</b>	Orange Door Child Wellbeing Worker
<b>Program/Unit</b>	Family Services
<b>Classification</b>	SCHADS 5 dependent on qualifications and experience
<b>Position reports to</b>	Coordinator, The Orange Door

## Organisational context

Established in 1997, MacKillop Family Services (MacKillop) strives to ensure all families are supported to provide children with a safe and permanent home, and the best possible start to their lives.

Continuing the child and family welfare programs of our three founding agencies - the Sisters of Mercy, the Sisters of St Joseph and the Christian Brothers - we provide early intervention programs to support the most vulnerable families, and provide education, disability support, home-based care and out of home care for vulnerable children and young people in Victoria, New South Wales and Western Australia.

MacKillop has almost 1,500 staff, operating out of more than 50 sites, and has forecast annual revenue for the 2022/23 financial year of over \$213 million.

Like our founders, we are deeply committed to our work, and are driven by social justice. We believe every child should be protected from abuse, neglect and exploitation, and are a child-safe organisation that is committed to protecting and advocating for the best interests of children and families across all our programs.

Our work is underpinned by our values, and by a deep understanding of the impact of trauma, informed by the Sanctuary Model. Sanctuary is a blueprint for organisational change, which supports organisations to provide a safe, non-violent environment for people affected by trauma. It also supports staff and carers to form communities that are safe and caring, and to maintain a culture that reflects these qualities at every level within the organisation. MacKillop is the only licensed provider of training in the Sanctuary Model in Australia.

MacKillop is deeply committed to promoting diversity. Our diversity encompasses differences in race or ethnicity, gender identity, gender expression, intersex status, sexual orientation, language, age, religion, socio-economic status, relationship status, physical and mental ability, thinking styles, experience, and education. We believe that the wide array of perspectives that results from such diversity makes us more creative, flexible, accessible and productive.

## Our purpose

MacKillop Family Services continues our founders' passionate commitment to social justice - to work for the rights of children, young people and families to be safe, to learn, feel nurtured and connected to culture. We provide high quality services to promote healing from trauma and loss, and to enable hopeful futures.

MacKillop Family Services will care compassionately, respond large-heartedly and advocate courageously.

## Our vision

Children, young people and families are welcomed and supported by MacKillop to be empowered and thrive.

## Our values

We commit to the following five foundational values which we continue to embed in the culture of our organisation and practice:

**JUSTICE.** We believe in the right of all people to experience respect and to have access to quality services irrespective of sex, race, ethnicity, culture, language, religion, marital status, disability, sexuality or age. We advocate for inclusiveness and social justice in the wider community and commit to these principles across our organisation and all services we provide. *We believe in the right of all people to be treated justly and fairly.*

**HOPE.** We commit to creating positive and hopeful relationships where people find meaning in their experiences and relationships and are able to learn, explore their strengths and create possibilities for growth and change. *We seek to foster hope that assists people to find meaning.*

**COLLABORATION.** In our work with individuals, families and other organisations and groups, we commit to working in a collaborative spirit through cooperation, coordination, partnership and empowerment. *We commit to working in a collaborative spirit through cooperation, coordination, partnership and empowerment.*

**COMPASSION.** Compassion is an attitude of the heart, an expression of our shared humanity and a deep desire to alleviate another's suffering. We commit to creating an attitude of openness to others and to their circumstances. *We seek to foster compassion, an attitude of the heart and a response to exclusion and suffering.*

**RESPECT.** We value ourselves and other people, the earth and all creation. We seek to listen and learn from each other and build relationships with respect, being proud of what we hold in common and with understanding and tolerance of our differences. *We seek to act with respect with regard to each other, the earth and all creation.*

## Our Sanctuary Commitment

Our values are brought to life through our commitment to the Sanctuary Model. Sanctuary is an evidence-supported, whole-of-organisation framework that guides how we practice as an agency. Sanctuary enables a shared language, knowledge, and response to the impact of trauma and loss on all of us.

Our seven Sanctuary Commitments are as follows:

- Non-Violence - Mean what you say and don't be mean when you say it
- Emotional Intelligence - Look out for yours and other people's feelings
- Social Learning - We all learn from, and teach each other
- Democracy - Everyone is heard
- Open Communication - Be honest and share information
- Social Responsibility - We all help each other ... It takes a village to raise a child
- Growth and Change - Open to new ideas and ways of thinking

## Position purpose

This position is situated within the Family Services Unit which is responsible for Child Wellbeing in the Brimbank Melton Orange Door, Integrated Family Services (IFS) and is the lead for the Brimbank Melton Children and Families Alliance.

The Position Title is Brimbank Melton Orange Door Child Wellbeing Worker. The position will be based at the new Orange Door site in Sunshine or the Access Point in Melton.

The Position is a member of the Family Services Program and reports to the The Coordinator Orange Door.

## Primary objectives

The position will work collaboratively as part of the integrated practice approach in The Orange Door, responding to children, young people and families experiencing family violence and other areas of vulnerability and risk. The Orange Door Child Wellbeing Worker will be the point of initial contact and engagement for families seeking support. They will work within a specialist women's, children and families discipline to provide information, advice and an initial assessment with a focus on risk assessment for those seeking assistance.

## Key result areas and responsibilities

The Position Title will:

- Manage referrals triaged by Coordinator, The Orange Door.
- Provide an initial assessment of the needs of children and their family and the level of risk, in consultation with other Orange Door services.
- Identification of the Aboriginal and Torres Strait Islander status and CALD background of children, young people and families, and in conjunction with cultural resources available across The Orange Door, ensuring the provision of culturally competent risk and needs assessments and referral.
- Active engagement with the child, young person and their family and providing assistance as appropriate and consulting with team members to develop effective strategies to engage hard to families.
- Short term work with children and families, prior to allocation to Integrated Family Services or the relevant Orange Door Service, where needed.
- Provision of information, resources and advice for community members and other services to enable families to access other services.
- Participation in, and use of, local, sub-catchment service networks across the Orange Door and local areas.
- Attending and contributing to team meetings.
- Preparing for and being an active participant in regular supervisions with your line manager.

## Key selection criteria

The incumbent will have:

- Relevant tertiary qualification(s) and experience that meet or are working towards the Victorian Government's Mandatory Minimum Qualification Policy for the family violence workforce. At least 2 years' experience in the the Child and Family services sector, and experience working with the family violence service stream is preferred.

- Knowledge of issues that children and families face, including those impacted by family violence. Well-developed need, risk and safety assessment skills and high-level engagement skills with vulnerable children and families.
- A demonstrated understanding of, and capability in, working with families from diverse backgrounds.
- A knowledge and understanding of Aboriginal culture and values and an awareness of the current issues faced by Aboriginal children, young people and their families.
- Demonstrated level of self-awareness relating to their own practice and relationships with others that supports both independent practice and effective team membership.
- Well-developed communication (written and verbal), negotiation and computer skills and capability to network with others both inside and outside organisational boundaries.
- Knowledge of human services and the Children, Youth and Families Act 2005 and policies relating to child welfare and family services is an advantage.
- A current Victorian driver's licence.
- Understanding and commitment to the objectives and values of the organisation and a capacity to represent MacKillop views as required by the role.
- Actively support and champion the Sanctuary model across all aspects of the Program in line with the seven Sanctuary commitments; Open Communication, [Nonviolence](#), Emotional Intelligence, [Social learning](#), Democracy, [Social Responsibility](#), and [Growth and Change](#)

## Other information


The incumbent is required to:

- Sign and actively abide by MacKillop's Code of Conduct.
- Observe and actively support MacKillop's P.8 People and Workplace Policy.
- Observe and fulfil health and safety responsibilities as contained within 'WHS-P-001 Responsibility Statements' document.
- Attend mandatory and other training as required.
- Actively participate in MacKillop's Bid Management process as required.
- Participate in and promote continuous quality improvement processes.
- Promote an environment that is culturally safe and strengths focussed.
- Abide by principles and commitments of the Sanctuary Framework.
- Incorporate cultural safety into your practice with Aboriginal families.

The incumbent must possess a:

- Valid and current Driver's Licence.
- Valid and current Working with Children Card.
- Valid and current NDIS Worker Check (for NDIS risk assessed roles).
- Satisfactory criminal history check conducted by MacKillop Family Services.

## Approval

<b>Director or General Manager's full name:</b>	Niki Pillios 	<b>Date:</b>	8/5/23
<b>Director or General Manager's position title:</b>	General Manager West Metro		
<b>Incumbent's full name:</b>			
<b>Incumbent's signature:</b>		<b>Date:</b>	



*MacKillop Family Services acknowledges Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the Traditional Owners and Custodians of the land on which we live, work and play. We pay our deep respects to Elders past and present and acknowledge all Aboriginal children, young people, families and staff who are a part of MacKillop Family Services.*



*MacKillop celebrates and draws strength from diversity and respects the dignity of all people. Every person at MacKillop has the right to be safe and to be treated justly. We value every person's ability, cultural or linguistic backgrounds, ethnicity, sexual orientation, gender identity, gender expression, intersex status, relationship status, religious or spiritual beliefs, socio-economic status, and age.*