

Position Description

Team Leader, Orange Door

Position	Team Leader, Orange Door
Team	Orange Door (Child Wellbeing)
Role Classification	SCHADS Award level 7
Employment Type	Full-time, Permanent contract
Hours	38 hrs per week
Location	All Family Life sites as required (Bunurong Land)
Reports To	Program Manager
Effective Date	July 2026

Overview of Program

The Orange Door Partnership provides a free, integrated intake, assessment and referral service for people experiencing family violence, those using violence who want to change their behaviour, and families needing support for the wellbeing and development of children and young people.

The Bayside Peninsula (BPA) Orange Door services seven local government areas, from the City of Port Phillip to the Mornington Peninsula, and acts as the primary referral pathway to Family Services, Specialist Family Violence Services, and Behaviour Change programs.

The Orange Door brings together practitioners from family violence, child and family, persons using violence, and Aboriginal services to deliver a coordinated response. Services include risk and needs assessment, safety planning, crisis support, and referral to ongoing services.

The Bayside Peninsula Orange Door is delivered through a partnership of ten service providers. The partnership model delivers coordinated, integrated and person-centred responses for children, young people and families.

Position Objective

The Team Leader provides daily operational leadership within a multidisciplinary, integrated team comprising of practitioners from BPA partner agencies. The role also holds home agency leadership responsibility for Family Life's Child Wellbeing team, providing professional supervision, support and coordination for staff working across three BPA sites.

This position is currently aligned to the **Screening, Intake & Triage (SIT) Team Leader** function. However, Team Leaders are expected to have the capability and flexibility to undertake leadership responsibilities across different Team Leader streams within The Orange Door, either on an ongoing basis, temporarily, or in response to operational requirements.

There are three different Team Leader roles within The Orange Door, including the following:

Screening, Intake & Triage (SIT) Team Leader

The SIT teams complete the initial screening, and intake, prioritising the needs of people accessing The Orange Door to quickly determine the priority and urgency of people's risks and needs.

Assessment & Planning (A&P) Team Leader

The A&P teams are responsible for assessment and planning within The Orange Door. Each practitioner is assigned clients with whom they undertake assessment, safety planning and risk management actions, to form an initial service plan.

Protected Time Team Leader (PTTL)

The PTTL is required to move between sites, providing Leadership support to teams and other Team Leaders, depending on demand and operational need.

Key Responsibilities

The key responsibilities include but are not limited to:

Key Responsibilities

- Provide home agency leadership, supervision and support to Family Life's Child Wellbeing Team, and practice leadership to a multidisciplinary integrated team through allocation processes, case consultation and performance development, fostering a collaborative, engaged and high-performing team culture.

- Manage task allocation and workflow across the integrated team, balancing strategic and operational priorities, service demand and individual practitioner workload.
- Promote and model respectful relationships and contribute to a positive, inclusive, culturally safe and values-led workplace environment.
- Contribute to quality improvement, reporting and effective service delivery, accountability and continuous improvement.
- Collaborate with Orange Door Team Leaders and partner agencies to promote consistent practice, workforce development and effective service delivery across the partnership, including providing secondary consultation, practice advice, mentoring and training.
- Ensure compliance with organisational, program, legislative and information-sharing requirements, including case recording, data management, mandatory reporting and other statutory obligations.
- Work closely with Victoria Police, Child Protection, Aboriginal services and other sector stakeholders to develop and maintain strategic networks, partnerships and referral pathways that support coordinated responses and strengthen system responses for individuals and families with complex needs.
- Participate in Team Leader supervision and support Family Life practitioners' engagement in reflective practice and both reflective and operational supervision.
- Ensure effective identification, management and escalation of organisational, practice and client risks, including incident reporting obligations.
- Represent Family Life and The Orange Door in relevant meetings, networks and stakeholder engagements as required.
- Undertake other duties consistent with the position and organisational requirements.

Key Selection Criteria

1. Minimum Bachelor's degree in Social Work, Psychology, Counselling, Family Therapy or a related discipline, with eligibility for membership of a relevant professional association.*

*The successful applicant must meet the Victorian Government Mandatory Minimum Qualifications (MMQ) requirements for specialist family violence response roles.

Applicants should review the MMQ Policy available at:

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

2. Demonstrated experience supporting individuals and families affected by family violence, child wellbeing concerns, and a range of intersecting social, wellbeing and family pressures, with ability to apply this expertise within a leadership context.
3. Strong leadership capability, with the ability to build, motivate and sustain high-performing teams through operational, reflective and matrix supervision that promotes psychosocial safety, staff wellbeing.
4. Proven ability to establish, maintain and strengthen collaborative relationships and partnerships with key internal and external stakeholders, including Family Services, Child Protection, Family Violence, Housing, Disability, Mental Health, and Alcohol and Other Drugs.
5. Comprehensive knowledge of family violence frameworks, risk assessment and management approaches, including MARAM and RAMP, and demonstrated ability to apply Feminist, Trauma-Informed, Systems and Attachment Theory to practice leadership and complex case decision-making.
6. Demonstrated confidence in interpreting and applying the Family Violence Information Sharing Scheme (FVISS) and Child Information Sharing Scheme (CISS) legislative frameworks to inform safe, timely and appropriate intake, assessment, information sharing and referral practice.
7. Highly developed communication, organisational and self-management skills, with the ability to work autonomously and exercise sound professional judgement.
8. Knowledge of and commitment to working effectively with vulnerable and diverse communities, including Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse communities, and LGBTQIA+ individuals and families.
9. Demonstrated commitment to ethical, professional and evidence-informed practice, with experience leading quality improvement initiatives and service enhancement activities to improve client outcomes and service delivery.
10. Strong information technology skills, including proficiency in the Microsoft Office suite and related business applications.
11. Fluency in a language other than English will be highly regarded.

The Family Life Way

The six behaviours of **The Family Life Way** are at the heart of the work that we do; they inspire us to achieve the best results for our clients and the communities we serve. The Family Life Way exemplifies our commitment to supporting our people to produce quality services and outcomes.

Create Safety  • Safety for Clients and Peers • Respect, Empowerment & Well-being • Be Supportive • Be Kind	Celebrate Difference  • Welcome Diversity • Celebrate Difference Of Ideas • All Community Members are Welcome at Family Life • Share Knowledge and Experiences	Be Bold  • Fail Forward • Lead By Example • Ask Why? • Ask for Feedback and Self-Reflect
Be Real  • Be the Best Version of Yourself • Admit What You Don't Know • Have the Hard Conversations, Respectfully • Be Open and Honest	Dream Big  • Have Stickability - Persistence • Think differently, Innovatively • Be Adaptable • Plan and Prioritise	Embrace Everyone  • Many Voices, One Purpose - To Transform Lives for Stronger Communities • Collaboration • Partnerships • Be Inclusive and Encourage Participation

Additional Information

- Family Life is a youth and child safe organisation that values, respects, and listens to children and young people.
- All offers of employment are subject to a satisfactory Working with Children Check and Police Records Check.
- Family life operates across multiple sites; therefore it is essential that all employees hold a current Victorian Driver's License.
- Family Life offers generous salary packaging benefits.
- All offers of employment at Family Life are subject to a six-month probationary period.
- Family Life is committed to providing a safe, healthy and friendly working environment.
- Family Life prides itself on being flexible and family-friendly wherever possible for the mutual benefit of employees and the organisation.
- Family Life expects all employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.