

# Specialist Family Violence Senior Practitioner Orange Door Position Description

Position Details	
<b>Position Title:</b>	Senior Practitioner
<b>Position Program:</b>	030.100
<b>Position Stream:</b>	Integrated Family Violence Service (IFVS)
<b>Work Location(s):</b>	<b>Office Location:</b>
	317-319 Barkly Street, Footscray, VIC, 3011 Werribee or Sunshine (Orange Door Locations)
	<b>Other Location/s as Required:</b>
	May be required to work remotely, in access points, outpost locations and outreach as required.
<b>GenWest (WHW) EA 2017 Classification:</b>	Classification 6 (pay point depending on experience)
	<b>Important Note</b>
	<i>Positions are provisionally assigned to a specific level and pay point range based on the characteristics, responsibilities, and requirements of the position. The specific level and pay point of the successful applicant will be assigned commensurate with their qualifications and experience and will be detailed in the employment contract.</i>
<b>Reporting To:</b>	Team Leader
<b>Exemption:</b>	VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010)

## GENWEST – ABOUT US

GenWest is the gender equity agency for the western metropolitan region of Melbourne. Our programs and services are designed to redress gender inequity and benefit victim-survivors of family violence in Melbourne's west. Our efforts are ultimately about supporting our communities to lead safe and healthy lives, and on changing the conditions that cause and maintain gender inequity.

## OUR VALUES, PRINCIPLES, AND BEHAVIOURS

- **Freedom** – We centre freedom from oppression, discrimination, and violence in all our work. We take responsibility for behaving and working in ways that promote freedom and we are accountable for the actions we take.
- **Connection** – We foreground connection to ourselves, each other, our clients, the community, the land, and the environment. We believe in the strength of belonging, of being inclusive, and in working together to achieve change.
- **Resistance** – We uphold human rights and in solidarity, work together to disrupt injustice and transform lives.
- **Love** – We treat each other with respect, kindness, and compassion, and are committed to creating an environment where all feel seen, heard, and valued.

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- **Creativity –**  
We embrace and nurture creativity and curiosity. We reflect critically, ask questions, listen, and actively pursue learning.

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## ORANGE DOORS MODEL AND SERVICE

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A key recommendation of the Royal Commission into Family Violence was to establish a network of Support and Safety Hubs ('Hubs') across Victoria to provide a way for women, children and young people experiencing family violence to access the services they need to be safe and supported.

These Hubs are known as The Orange Door. The Orange Door team includes a mix of staff including GenWest, Child FIRST, VACCA, VACSAL, Western Health (Djerriwarrh) and community-based Child Protection.

The Orange Door will bring together diverse practices to create an integrated and consolidated intake point to work with:

- Victim survivors of family violence
- Families in need of support with the care, development and well-being of infants, children, and young people
- Perpetrators of family violence

WHW staff employed within the Orange Doors model will be required to operate with a management matrix model delivering family violence service to survivors.

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## 1. ROLE PRIMARY PURPOSE

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- **Organisational citizenship** – Demonstrate and actively promote organisation vision, purpose and values. Comply to organisation policies and procedures and actively contribute to a positive work culture.
- **Relationship building** – train and mentor new and existing Specialist Family Violence Practitioners and service partner staff. Proactively participate in supervision and team meetings, work collaboratively with colleagues. Build and maintain positive working relationships with Orange Door partners and external services.
- **Integrated service practice** – Professionally represent WHW whilst working within a diverse service matrix management model. Collaborate with service partners and provide specialised family violence knowledge and clinical direction. Build and maintain positive working relationships with external services
- **Direct service delivery** – Provision of skilled triaging, risk assessments, safety planning, referrals, targeted interventions, and brokerage. Support Specialist Family Violence Practitioners in recognising client escalation.
- **Quality and compliance** - Actively participate in continuous quality and improvement, and compliance with relevant legislation and policies

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## 2. ROLE CONTEXT

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The Senior Practitioner, along with Practitioners are the first point of contact for victim/survivors at The Orange Door. The role conducts risk and needs assessments, utilising established frameworks, and requires a high level of professional judgement. A solid understanding is required of the principles and practices relevant to the Family Violence sector, including the underpinning societal

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structures

that perpetuate gender inequity and contributors to the ongoing disempowerment of women and children.

### 3. CORE RESPONSIBILITIES

The listed core responsibilities and the overview of responsibilities and application provided below are a summary of the role and responsibilities. The holder of this PD will be required to attend to ad hoc responsibilities and tasks as prescribed by line manager. This position description works in partnership with duties provided across a combination of documents and instructions, such as: employment contract, position description, onboarding and probationary plan, annual work plan, training plan, instructional and directional documents such as policies, procedures, and operational guidelines and practices.

#	Core Responsibilities	Overview of Responsibilities
1	<b>Organisational citizenship</b>	Champion, drive and enact our organisational purpose, mission, vision, and values: <ul style="list-style-type: none"> <li>• Model organisations values and associated behaviors.</li> <li>• Apply and reflect trauma informed practices.</li> <li>• Participate proactively in organisation culture activities and events</li> </ul>
2	<b>Relationship building</b>	Cultivate and maintain supportive and collaborative relationships with colleagues, clients, internal and external stakeholders, and the community: <ul style="list-style-type: none"> <li>• Proactively collaborate with colleagues and external services, exemplify strong relationship-building behaviors.</li> <li>• Champion progressive, efficient and effective methods of communicating with others, and adapt style to engage effectively.</li> <li>• Support and advocate for victim survivors using a client centred, strengths-based approach that is culturally appropriate, inclusive, and responsive</li> </ul>
3	<b>Continuous improvement and outcomes</b>	Influence and support continuous improvements in line with organisational strategy objectives, operational goals, best practice, and quality and compliance imperatives: <ul style="list-style-type: none"> <li>• Encourage and respond to feedback across all internal and external stakeholders and apply continuous improvement</li> <li>• Identify areas of improvement, work with others to apply improvements as per service and compliance guidelines</li> <li>• Understand and follow legislative and policy guidelines</li> <li>• Mentor practitioners across continuous improvement application and practices, assist in developing best practice work applications</li> <li>• Comply with compliance and report any breaches</li> </ul>
4	<b>Contextual understanding, technical skills, and professional capabilities</b>	Continuously develop and maintain family violence specialist knowledge and skills to support the role responsibilities. <ul style="list-style-type: none"> <li>• Apply, support and mentor the MARAM framework</li> </ul>

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		<ul style="list-style-type: none"> <li>• Manage complex cases and mentor Specialist Family Violence Practitioners when required</li> <li>• Contribute to the profile of the Orange Door by undertaking professional educational activities and engage in continuous building on specialist and integrated knowledge and service quality</li> <li>• Identify, assess and priorities risks and needs of clients, seeking information from multiple sources to inform assessments. Provide family violence triage, risk assessments, safety planning, referrals, targeted interventions, and brokerage services.</li> <li>• Mentor Specialist Family Violence Practitioners by utilising high level clinical skills and advanced family violence knowledge.</li> </ul>
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#### 4. ORGANISATIONAL CULTURAL CITIZENSHIP RESPONSIBILITIES:

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All staff are required to support, enact, and operate in accordance with our organisational citizenship responsibilities:

- Build an awareness and appreciation of our shared organisational values, model and enact the values, behaviours, and principles through work applications and associated practices.
- Actively engage with, endorse, and contribute to the development and achievement of team, stream, and organisational goals and objectives.
- Work in a culturally safe manner and acknowledge and pay respect to the traditional owners of the land upon which GenWest is situated and conducts events.
- Contribute to and support our Reconciliation Action Plan, and Rainbow Tick Action Plan.
- Maintain and support a working knowledge of anti-oppressive and trauma-informed work practices.
- Support and enact leadership at all levels, including practicing non-violent communication, and meaningful contribution, collaboration, and consultation.

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#### 5. KEY STAKEHOLDERS AND COLLABORATIONS

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**Internal:** GenWest and Orange Door workforce

**External:** Multiple external agencies

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#### 6. KEY SELECTION CRITERIA

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1. Have a values-based work ethic and proven ability to demonstrate associated behaviours.
2. A tertiary qualification in social work or related discipline and eligibility for AASW membership or other professional body.
3. Proven experience as a specialised family violence practitioner or senior practitioner advocating for victim survivors, undertaking risk assessments and safety planning.
4. A demonstrated understanding of legislation, theory, and practice as it relates to the provision of family violence services.
5. Demonstrated commitment to working collaboratively with internal and external stakeholders and the community.
6. Ability to manage a challenging workload, through effective triaging and prioritising.

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7. High level verbal and written communication skills including skilled case noting and rapport building.
8. Current Victorian driver's license and ability to travel.

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## 7. EMPLOYMENT COMPLIANCE

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1. International Police Check – if worked overseas in the past 10 years for 12 months
2. National Police Check (no older than 3 months from start date)
3. Current working with children's check
4. COVID vaccination

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## 8. KEY PHYSICAL AND PSYCHOLOGICAL REQUIREMENTS

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1. Operate effectively and proactively with diverse internal and external stakeholder
2. Manage challenging workloads and competing priorities.
3. Sitting at a desk and in meetings for extended periods of time.
4. Work in different and unstructured locations.
5. Interact with members of the public who may present challenging behaviours.
6. Drive vehicles across variable traffic and weather conditions.

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## REVIEW OF POSITION DESCRIPTION

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This position description will be reviewed biennially as part of the annual appraisal process, when the position becomes vacant, or as deemed necessary.

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## ACKNOWLEDGEMENT

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I declare that I have read and understood the requirements of this position, discussed any queries or concerns with the respective manager at GenWest, and feel that I am able to fulfill the requirements of this position.

<b>Employee Name:</b>	<b>Signature:</b>	<b>Date:</b>
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