

POSITION DESCRIPTION

Position Title:	Adults Using Family Violence Practice Leader
Business Unit/Department:	The Orange Door – Brimbank Melton and Western Melbourne
Directorate	Integrated Community Health Services
Award/Agreement:	Allied Health Professionals Single Interest Enterprise Agreement
Classification:	SC33 (Grade 3)
Reports To:	Home Agency Manager, the Orange Door
Direct Reports:	Nil
Date Prepared/Updated:	4 April 2025

Position Purpose

The Adults Using Family Violence Practice Leader is a practice leadership position in each of The Orange Doors.

The safety of victims of family violence is a paramount concern for The Orange Door which aims to improve victim safety by holding users of family violence to account for their actions.

The Orange Door works to keep users of family violence accountable by supporting them to take personal responsibility and to choose to end their violent behaviours and attitudes. It also has an important role in understanding and monitoring risk to inform safety planning for victims and families.

The Orange Door recognises that while not all users of family violence are men, the majority of family violence is gendered and perpetrated by men against women.

The Adults Using Family Violence Practice Leader within the Orange Door plays a pivotal role in contributing to The Orange Door leadership and providing expert practice advice utilising relevant theoretical frameworks. The role will work in close partnership with the Hub Manager, other practice leaders and team leaders to lead family violence practice in The Orange Door and support secondary consultations with internal and external service providers.

The Adults Using Family Violence Practice Leader is responsible for providing practice leadership on risk assessment, risk management and planning for family violence and providing expert advice to the Orange Door workforce in relation to complex family violence cases and perpetrator interventions. The Advanced Family Violence Practice Leader (Men's) will proactively build specialist evidence-based family violence knowledge and capability across the Orange Door workforce in line with the Orange Door Service Model and Integrated Practice Framework.

Business Unit Overview

The Integrated Community Health Services (ICHS) Directorate at Western Health is the auspice for the Adults Using Family Violence Practice Leader role within the Orange Door networks in Brimbank Melton and Western Melbourne. ICHS focuses on delivering high quality care to people residing in the City of Melton

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and Moorabool Shire across a variety of clinical settings. Services are provided across acute (medical surgical and maternity unit), outpatient services (Paediatric and Adult), outpatient rehabilitation, community health settings (Paediatric and Adult), residential care services and support services including Intake for Bacchus Marsh, Melton and Caroline Springs campuses.

ICHS has a strong focus on multidisciplinary care with services being provided in both an individual format and group based interventions. Staff model the Western Health values of Compassion, Accountability Respect, Excellence, and Safety.

The Orange Door

The Victorian Government has committed to implementing all 227 recommendations of the Royal Commission into Family Violence and to delivering on the vision described in Roadmap for Reform: Strong families, Safe children.

A key recommendation of the Royal Commission and the Roadmap for Reform was to establish a network of Support and Safety Hubs ('Hubs') across Victoria to provide a new way for women, children and young people experiencing family violence, and families who need assistance with the care and wellbeing of children to access the services they need to be safe and supported. These Hubs are known as The Orange Door.

The Orange Door is also intended to hold users of family violence to account by planning interventions to address the risk they pose and challenging their controlling, violent and abusive behaviour. The Orange Door keeps the whole family in view and provides a more visible contact point to access family violence services, family services and perpetrators/men's services, with expert support tailored to each family member's needs.

Given the phased approach to implementing The Orange Doors and the evolving nature of the design process, certain elements of the service model may change over time. The role and operations of The Orange Door will not be static or fixed at one point in time. Just as the practice of the Orange Door will be informed by emerging needs and evidence, and firmly embedded with the principle of continuous improvement, the design and implementation of The Orange Door will continue to develop and be informed by community needs, co-design, evaluation, and practice learnings. Future development of the service model will continue to be set at the statewide level, informed by local practice and experience.

Role of The Orange Door

The Orange Door delivers a fundamental change to the way we work with women, children and families, and men. The role of The Orange Door is to provide:

- a more visible contact point so that people know where to go for specialist support
- help for people to identify family violence and child and family safety and wellbeing issues
- advice based on contemporary risk assessment tools and guidance and best available information
- specialist support and tailored advice for victims, families and children, young people and users of family violence.
- a strong focus on users of family violence accountability
- connection and coordination of access to support
- an approach across the spectrum of prevention, early intervention and response
- a system-wide view of service capacity, client experience and outcomes.

The Orange Door supports the agency of women, children, young people and families, to ensure that the services they receive meet their needs and their goals.

The Orange Door Team

Orange Doors brings together different workforces and practices to create an integrated Orange Door team and a consolidated intake point in each Orange Door area to create a new way of support for:

- women, children, young people and families experiencing family violence

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

This is achieved by drawing on the expertise of CSOs, Aboriginal services and DHHS and bringing together workers from organisations that currently:

- receive police referrals for women who are victims of family violence
- receive police referrals for adults using family violence.
- receive child wellbeing referrals
- provide the Child FIRST service
- deliver other relevant services as appropriate, such as those delivered by Aboriginal services.

The Orange Door team includes a mix of staff employed by FSV and staff employed by CSOs, Aboriginal services and DHHS. For each launch site the size of the team will vary to reflect the local needs.

Key Responsibilities

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Responsibilities

Leading and supporting family violence practice by:

- Providing specialist secondary case consultation and technical input on complex family violence cases and interventions with adults using family violence.
- Providing specialist family violence expertise to the intake and assessment process to support children's safety and wellbeing.
- Co-working and providing daily specialist family violence support (as requested and required) for Team Leaders, Senior Practitioners, and Practitioners.
- Where appropriate, jointly managing a small caseload of complex and/or sensitive family violence cases.
- Working with other Orange Door Practice Leaders, Team Leaders, and Practitioners, as appropriate, to identify and resolve practice issues as they arise, particularly regarding cases involving adults using family violence.
- Supporting practitioners to understand the tactics of coercion, power, and control used by adults using family violence, and applying strategies to hold users of violence accountable.
- Operating with autonomy and accountability in supporting specialist family violence practice.
- Prioritising and approving Central Information Point (CIP) requests and Risk Assessment and Management Panel (RAMP) referrals.

Leading, mentoring, and developing hub practitioners and team leaders in family violence practice by:

- Building capability to deliver specialist family violence responses to victim survivors, children, families, and adults using family violence, informed by client experience and aligned with the Integrated Practice Framework and relevant legislation (including the *Children, Youth and Families Act 2005* and *Child Wellbeing and Safety Act 2005*).
- Supporting practitioners to engage effectively with clients, identify and assess family violence risk, manage risk, prioritise safety, and deliver effective services.
- Ensuring Orange Door practitioners remain up to date with developments in evidence and best practice relating to family violence risk assessment, risk management, planning, and interventions with adults using family violence.
- Providing practitioners with relevant information, resources, and tools to support safe and effective family violence responses within an integrated practice approach.
- Modelling and supporting culturally safe, inclusive, and responsive family violence practice.
- Modelling integrated practice approaches and behaviours integral to ethical clinical practice, including accountability and responsibility for decision-making.
- Supporting the professional development of practitioners in partnership with other Practice Leaders, Partner Home Agencies, Family Safety Victoria, CSOs, DFFH (formerly DHHS), Aboriginal services, and other local workforce and training initiatives.
- Contributing to staff professional growth by facilitating reflective practice sessions with Orange Door staff.
- Planning and facilitating bi-monthly Community of Practice workshops for Western Health practitioners working within the Orange Door.
- Providing bi-monthly clinical supervision to Western Health Senior Practitioners and Practitioners working in the Orange Door.
- Liaising with and providing specialist or secondary consultation to organisations and services within the Orange Door network to discuss direct service issues and ensure ongoing safety of victim survivors.
- Working collaboratively with the RAMP Coordinators to support multi-agency responses to people referred for RAMP within the Orange Door network.

Supporting system and service improvement by:

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- Implementing systems and procedures to guide and enhance specialist family violence practice, including risk assessment, risk management, and planning.
- Working in partnership with the Western Health Home Agency Manager, Hub Manager, Team Leaders, and CSO Managers, as appropriate, to foster high-quality service delivery.
- Fostering and facilitating innovation in family violence practice.
- Providing sound judgement and authoritative advice on risks, priorities, practice issues, and opportunities for service improvement to the Orange Door team, and where relevant, the Hub Manager and/or relevant Orange Door governance groups.
- Participating in the monitoring and delivery of projects that respond to local specialist family violence practice needs, ensuring projects are delivered in line with relevant legislation, government regulations, and guidelines.
- Reviewing, developing and maintaining practice guidance to strengthen family violence responses and integrated practice.

Building and maintaining positive relationships by:

- Building and maintaining strong internal and external stakeholder relationships to support a partnership and integrated practice approach.
- Managing stakeholders through effective negotiation and influence and harnessing these networks to support clients and ensure effective Orange Door operations.

Other key responsibilities:

- Keeping accurate and complete records of work activities in accordance with legislative requirements, Victorian Government records management, information security, and privacy policies.
- Taking reasonable care for personal health and safety, and for that of others in the workplace, by adhering to occupational health and safety (OHS) legislation and procedures.
- Entering service hours for all client-related activities.
- Working with Western Health Home Agency Managers to address and respond to performance concerns relating to practice.
- Updating the Western Health Home Agency Manager in a timely manner of any critical incidents or deaths of clients where the case was assigned to a Western Health Team Leader, Senior Practitioner or Practitioner.
- Performing other duties as requested by the Western Health Home Agency Manager.
- Follow the reasonable direction of the Orange Door Hub Manager and/or Home Agency Managers from Partner Agencies.
- In addition to the specific responsibilities outlined above, delivering on Key Organisational Accountabilities aligned with Western Health’s strategic aims.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

The Orange Door operates as a partnership across multiple stakeholders. The holder of this position must prioritise the needs and expectations of Western Health while also maintaining and strengthening positive working relationships across all partner organisations. The holder must not undertake any action that may damage the trust, collaboration, or integrity of the Orange Door partnership.

Internal:

- Director of Operations, ICHS.
- Western Health Home Agency Manager- WMA.
- Western Health Home Agency Manager- BMA.

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- Manager of Counselling and Family Violence.
- Team Leaders.
- Senior Practitioners.
- Practitioners.
- Colleagues from the Western Health Family Violence and General Counselling Team.
- Students.

External:

- Department of Families Fairness and Housing
- Family Safety Victoria
- Victoria Police
- Community Based Child Protection.
- Other partner agencies within The Orange Door networks of Brimbank Melton and Western Melbourne, detail of partner agencies is provided below.

The Orange Door operates under a matrix management model. This means you may at times provide day-to-day supervision to staff from other partner agencies as well as receive day-to-day supervision from Managers from partner agencies.

The partner agencies within the Brimbank Melton and Western Melbourne Orange Doors are;

- Brimbank Melton: MacKillop, GenWest, Western Health, Community Based Child Protection, VACCA and VCSAL.
- Western Melbourne: Anglicare, GenWest, Western Health, Community Based Child Protection, VACCA and VCSAL.

Selection Criteria

Knowledge and skills

- Works collaboratively to drive cultural change: has a clear concept of the culture required to achieve integrated practice, and deliver effective, culturally safe and responsive services; designs and delivers innovative practices that enhance integrated practice and promotes quality practice standards; understands how to build and establish effective practice cultures, identifies change required, describes reasons for it and engages people who can deliver the change.
 - Expert knowledge and experience working in specialist family violence social services leadership roles: has established expertise and capability to lead and embed specialist family violence practice and perpetrator interventions across a multidisciplinary team; has demonstrated experience in applying risk assessment and risk management frameworks in a family violence context; has in-depth knowledge of the gendered nature of family violence, the drivers and causes of family violence and feminist, intersectionality and human rights frameworks pertaining to adults and children; knowledge and understanding of child development, attachment and trauma theories; has deep understanding of the role of the law and legal system in the context of responding to family violence and vulnerable children and families; has knowledge of practice working with women, children, families, victims and users of family violence; has experience working with Victoria's diverse communities.
 - Stakeholder partnerships: identifies issues in common for one or more stakeholders and uses to build mutually beneficial partnerships; identifies and responds to stakeholder's underlying needs; uses understanding of the stakeholder's organisational context to ensure outcomes are achieved; find innovative solutions to resolve stakeholder issues.
 - Systems thinking: diagnoses trends, obstacles and opportunities in the internal and external environment; understands the linkages between natural systems and communities to inform policy; conceptualises and defines the systems working within the organisation.
- Self-management: invites feedback on own behaviour and impact; uses new knowledge or

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information about self to build a broader understanding of own behaviour and the impact it has on others; understands strong emotional reactions and seeks ways to more effectively manage them.

Personal qualities

- Relationship building: establishes and maintains relationships with people at all levels; promotes harmony and consensus through diplomatic handling of disagreements; forges useful partnerships with people across business areas, functions and organisations; builds trust through consistent actions, values and communication; minimises surprises.
Initiative and accountability: proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions.
- Drive and commitment: enthusiastic and committed; demonstrates capacity for sustained effort and hard work; sets high standards of performance for self and others; enjoys a vigorous and dynamic work environment.
- Teamwork: cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.

Qualifications

- Professional clinical experience and relevant qualification(s) in social work, welfare, psychology or a related discipline is essential.
- Must meet mandatory minimum qualification requirements as per <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners>
- All candidates wishing to apply for this role must be able to demonstrate that they:
 1. Are considered EXEMPT under the policy OR
 2. Hold a Bachelor of Social Work or other equivalent qualification OR
 3. Have a minimum 5 years relevant professional experience, OR
 4. Hold a related qualification as per the mandatory minimum qualification requirements OR
 5. Hold significant cultural knowledge and experience or lived experience and have faced barriers to educational pathways.

Candidates wishing to enter the specialist family violence workforce who demonstrate one of points 3-5 above will be required to work towards an equivalent within specified timeframes (as per the minimum mandatory qualifications policy).

Specialist Expertise

- Demonstrated experience in working with adults who use family violence in a community and/or justice system setting.
- 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.
- 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.

Additional Requirements

All employees are required to:

- Obtain a National Police History Check prior to employment

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- Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Immigration website www.immi.gov.au and can be searched for under the phrase, 'penal clearance certificate'.
- A current Employee Working with Children Check (WWCC) card is required. Currency will need to be maintained by the employee for the period of employment in The Orange Door.
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name:	Click here to enter the Employee's name.		
Employee's Signature:		Date:	Click here to enter a date.

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