

POSITION DESCRIPTION

Position Title:	Orange Door Practitioner - Brimbank Melton
Business Unit/Department:	Orange Door
Division:	Integrated Community Health Services
Award/Agreement:	Allied Health Professionals (Victorian Public Health Sector) (Single Interest Employer) Enterprise Agreement
Classification:	Social Worker: Grade 2; Community Development Worker: Class 2A
Reports To:	Orange Door Team Leader
Direct Reports:	N/A
Date Prepared/Updated:	17 July 2026

Position Purpose

The primary purpose of the Orange Door Practitioner position is to assess and refer clients to appropriate services. The Orange Door Practitioner from Western Health will primarily work with individuals who use violence through risk management, safety planning and assessing and referring to appropriate services. The Orange Door Practitioner will also be required to work directly with affected family members and children, with a strong focus on safety planning in accordance with MARAM frameworks.

The main objective of the Orange Door Practitioner is to increase safety for affected family members, promote the wellbeing of children and young people and keep people who use violence in view and accountable for their use of violence.

Business Unit Overview

Integrated Community Health Services Directorate

The Orange Door sits within the Family Violence area of the Integrated Community Health Services Directorate. The Directorate focuses on delivering high quality care to people residing in the City of Melton 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.

The Integrated Community Health Services Directorate 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.

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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 brings together different agencies and practice specialties under the one umbrella with a focus on best practice integrated support. 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.

The Orange Door is also intended to hold people who use violence to account by providing best practice assessment and interventions to address the risk people who use violence pose and to challenge 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 people who use violence services and supports tailored to each family member's needs.

Key Responsibilities

Personal and Professional

- Demonstrate a commitment to ongoing skill development and training relevant to the role both personally and professionally.
- Participate in supervision, secondary consultation within the scope of practice, and professional development as negotiated.
- Participate actively in team meetings, team planning days, and agency activities to ensure an integrated approach to service delivery.
- Participate actively in Orange Door activities. These activities may include training opportunities, consultations, community engagement activities, and other activities that arise.
- Follow the direction of Orange Door Practice Leaders.
- Follow the direction of your integrated team leader, home agency team leader, hub manager and home agency manager.

Technical Skills

- Provide timely and responsive intake and assessment, casework to people who use violence.
- Provide timely and responsive intake and assessment, casework to affected family members and children.
- Provide timely and responsive intake and assessment, casework to families where there are concerns for the wellbeing of a child/children.
- The ability to complete MARAMs to a high level for people who use violence, affected family members, and children.
- Gather information on individuals for the purpose of assessing risk, managing risk and safety planning, in accordance with legislation related to the Family Violence Information Sharing Scheme and Children Information Sharing Scheme.
- Assist with the prevention of family violence through the provision of information, education, and referrals.
- Support the safety of women and children from the occurrence or escalation of family violence through the provision of risk assessment, risk management, safety planning, and case-managed support.
- Possess the skills to engage with clients for the purpose of completing professional assessments, such as child wellbeing assessments, MARAMs, risk assessments, and safety plans.
- Provide an appropriate response and intervention to any person that accesses the Orange Door in accordance with the 'No Wrong Door Policy'.
- Participate in Family Violence Networks.
- Ensure you have access to and comply with legislation, standards, policies, practices, and procedures relevant to the program area.
- Ensure a professional standard of care and service provision consistent with Western Health values.

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- Practitioners will conduct appointments with service users in a purposeful manner, maximizing every engagement by utilizing single-session thinking and recognizing that future engagements may not occur.
- Practitioners will familiarize themselves with the functions of the Orange Door and practice within their scope, recognizing that the Orange Door serves as an intake and referral service.
- The practitioner will gather appropriate information on the service user to support the formation of an assessment of risk. This will be conducted in accordance with family violence information sharing legislation.
- Practitioners will be required to supervise university students completing their fieldwork placements within the Orange Door.
- Deliver culturally safe services.

Continuous Quality Improvement

- Participate in program evaluation activities that promote advantaged thinking and contribute to improved outcomes for clients.
- Participate in and contribute to Western Health quality improvement processes and other activities to meet service and accreditation standards.

Team Work and Communication

- Support a positive team approach across the program area, Agency, and with other service providers and partners.
- Work collaboratively with agencies based within the hub including Community Based Child Protection to increase the safety and wellbeing of victims survivors, child wellbeing and hold people using violence accountable.
- Manage conflict and disputes in a professional manner and in accordance with Western Health policy and procedures.
- Promote effective team communication and development by working professionally and cooperatively with all stakeholders to achieve the Agency's objectives.
- Participate in the development of consumer participation activities within your team.
- Conduct yourself in accordance with Western Health and Orange Door code of conduct.
- Undertake other duties as directed by the Line Manager.

Administration and Documentation

- Take responsibility for accurate, confidential, and timely case-noting, record-keeping, filing, and general maintenance of client information, in accordance with relevant program and agency requirements and standards.
- Ensure all relevant program planning, documentation, evaluation, and reporting are completed in a timely and accurate manner.
- Ensure all relevant policies and procedures are implemented and adhered to, including the complaints handling procedures and methods for responding to critical incidents.
- Enter service hours for all client work into the client record management (CRM) system on the same business day that the work was completed.

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

Internal:

- Director, Integrated Community Health Services
- Manager Counselling and Family Violence
- Partner Agency Manager
- Colleagues, Family Violence Services and other programs,
- Students
- Clients/Patients
- GenWest and MacKillop practitioners, team leaders and practice leaders.
- Community Based Child Protection.

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Note: The Orange Door operates under a matrix management model. This means your day-to-day supervision may vary, and collaboration may extend beyond the immediate team. This means that, in addition to reporting to a Western Health supervisor, practitioners may also work under the direct guidance of leaders from other Organisations (GenWest, MacKillop, Family Safety Victoria, VACCA, VACSAL) within the Orange Door.

External:

- Victoria Police and other Mandated Authorities as designated.
- Specialist Children's, Women's and Men's Family Violence services.
- Western Integrated Family Violence Committee.

Selection Criteria

KSC1 Qualifications and Prerequisites

To be considered for this position, candidates must meet the Victorian Government's Mandatory Minimum Qualifications (MMQ) Policy (2021). This policy requires candidates to hold a Bachelor of Social Work or an equivalent qualification to work within a specialist family violence service.

However, if a candidate does not meet this requirement, they may still be eligible if they meet one of the following criteria:

- The candidate brings significant cultural knowledge and experience and/or lived experience and has faced barriers to educational pathways. In this instance, the candidate may have up to 10 years from the commencement of employment to complete an equivalent qualification.
- The candidate has at least five years of relevant professional experience. They may be employed on the condition that they complete an equivalent qualification within the first five years of the policy's operation (referred to as the 'five-year transition period').
- The candidate holds a related qualification that meets at least four of the seven 'Equivalency Principles'. In this case, the candidate may also complete an equivalent qualification within the five-year transition period.

KSC2 Experience

- Demonstrated ability in clinical and/or practice leadership in the area of family violence.
- 3-5 years previous experience in the provision of family violence services to people who use violence/or victim survivors, ideally in a primary care or community health setting.
- Demonstrated understanding and experience in undertaking comprehensive risk and needs assessments and risk management responses (safety planning) for victim survivors.
- Demonstrated experience in completing client centred assessments and collaborative development of support plans and goals.
- Demonstrated experience working with clients with complex needs and behaviours (eg. trauma, substance abuse, mental health, parenting issues, disability)

KSC3 Personal Attributes

- Able to work effectively independently and as part of a multidisciplinary team.
- Demonstrated commitment to ongoing professional development and continuous quality improvement.
- Demonstrated commitment to promoting a positive, productive and supportive team.
- Demonstrated ability to manage personal values, prejudices and biases when working with victim survivors and people who use violence.
- Demonstrated ability to engage in reflective practice when working with victim survivors and people who use violence.

KSC 4 Technical Knowledge

- Strong computer literacy.
- Demonstrates commitment to ensuring continuous quality improvement.

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- Demonstrated understanding of the men's family violence behaviour change theoretical and practice frameworks and the issues contributing to the incidence and prevalence of family violence.
- Demonstrated understanding of risk and safety issues for women and children experiencing family violence and for men who are perpetrating family violence.
- Advanced understanding of relevant legislation and practice frameworks relating to family violence practice, including but not limited to the Family Violence Information Sharing Scheme (FVISS), Child Information Sharing Scheme (CISS), and Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM).
- Ability to engage in anti-collusive practice with clients who perpetrate family violence.

KSC 5 Communication

- Demonstrated ability to network with other health and family violence service providers and community organisations, for the ongoing support and intervention with clients perpetrating family violence and those experiencing family violence.
- Ability to work with diverse client groups to establish effective therapeutic relationships.
- High level interpersonal and communication skills, advocacy, negotiation and conflict resolution skills.
- Demonstrated success in maintaining external networks and collaborative relationships with professionals both internal and external.

KSC 6 Confidentiality

- Ability to apply principles of confidentiality, privacy and maintain confident communication within the relevant legislative frameworks for the sharing of information.

Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- 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), Occupational Health and Safety (Psychological Health) Regulations 2025, 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, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

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General Information

- Redeployment to other services or sites within Western Health may be required
- 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: _____

Employee's Signature: _____ Date: _____

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