

POSITION DESCRIPTION

Position Title:	Senior Practitioner – The Orange Door
Business Unit/Department:	The Orange Door – Brimbank Melton (Sunshine/Cobblebank)
Division:	Integrated Community Health Services
Award/Agreement:	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement
Classification:	Social Worker Grade 2, Year 4
Reports To:	Team Leader, Orange Door
Direct Reports:	Nil
Date Prepared/Updated:	3 September 2026

Position Purpose

The primary purpose of the Orange Door Senior Practitioner position is to support the Orange Door Leadership Team in performing their duties while also assessing and referring clients to appropriate services. This role involves working with complex cases, collaborating with Team Leaders and Practice Leader to assist in the upskilling and work readiness of new staff, and providing feedback on and supporting staff performance.

The Orange Door Senior Practitioner from Western Health will primarily work with individuals who use violence, focusing on risk management, safety planning, and referring to appropriate services. Additionally, the role involves working directly with affected family members and children, with a strong emphasis on safety planning in accordance with MARAM frameworks.

The main objective of the Orange Door Senior Practitioner is to increase safety for affected family members, promote the wellbeing of children and young people, and ensure those who use violence are held accountable for their actions.

In the Orange Door, the Senior Practitioner will work with people using violence by providing an entry point for individuals requiring services through program intake, assessment, and casework. This role also includes providing practice support and functional supervision to Practitioners and students completing placement. The Senior Practitioner will assist in the upskilling and work readiness of new staff and provide feedback on and support staff performance.

Senior Practitioners may also be required to provide short-term leadership and guidance to Integrated Teams when Team Leaders are unavailable or on planned leave.

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Business Unit Overview
The Integrated Community Health (ICHS) Services Directorate at Western Health focuses on delivering high quality care to those 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. 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. Services within this directorate include: 1. Adult Allied Health 2. Paediatric Allied Health 3. Community Health Nursing 4. Community Nursing 5. Perpetrator Men's Family Violence 6. Aboriginal Programs 7. Outpatient NDIS (National Disability Insurance Scheme) Therapeutic Supports Within community services there are multiple different funding programs to support a patient's and client's journey and build their independence in the community. This includes a variety of public and private based programs. ORANGE DOOR The Orange Door aims to support people experiencing family violence by providing a central access point to services tailored to family needs and by reducing risks associated with controlling, violent and abusive behaviour. The Orange Door will deliver a fundamental change to the way we work with women, children, families, and men experiencing family violence. 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 wellbeing issues • advice based on contemporary risk assessment tools and guidance • specialist support and tailored advice for victims, families and children, and perpetrators • connection and coordination of access to support • a system-wide view of service capacity, client experience and outcomes The Orange Door will have a number of Practice Leads, Team Leaders and Practitioners working as part of the one unit.
Key Responsibilities
Personal and Professional • Provide professional supervision and support to staff in accordance with clinical supervision guidelines. • Maintain an up-to-date knowledge base on issues relevant to domestic and family violence practice. • Demonstrate a commitment to ongoing skill development and training relevant to the role, both personally and professionally. • Participate in training and educational opportunities as outlined in the annual individual professional development plan. • Establish and maintain relationships with people at all levels, promoting harmony and consensus through diplomatic handling of disagreements. Forge useful partnerships across business areas, functions, and organizations, build trust through consistent actions, and apply organizational values to minimize surprises.

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- Engage in supervision, secondary consultation within the scope of practice, and professional development as negotiated with the Line Manager.
- Actively participate in team meetings, planning days, and agency activities to ensure an integrated approach to service delivery.
- Collaborate effectively with others to achieve team goals, share information, show consideration and respect for others' feelings and ideas, accommodate different working styles, and encourage the resolution of conflicts within the group.

Technical Skills and Knowledge

- Demonstrated ability to engage and provide timely and responsive intake, assessment, and casework to individuals who use violence.
- Proven capability to engage and provide timely and responsive intake, assessment, and casework to affected family members and children.
- Strong skills in engaging and providing timely and responsive intake, assessment, and casework to families where there are concerns for the wellbeing of children.
- Solid understanding of MARAM responsibilities.
- Proficiency in completing MARAM assessments to a high standard for individuals who use violence, affected family members, and children.
- Ability to gather information on individuals for the purpose of assessing and managing risk, and safety planning, in accordance with the Family Violence Information Sharing Scheme and Children Information Sharing Scheme.
- Assist in the prevention of family violence through providing information, education, and referrals.
- Support the embedding of integrated practice and quality clinical practice.
- Develop protocols with key services (e.g., police, courts, and women's services) to support integrated responses to family violence through accountability and risk management mechanisms.
- Manage allocations to Orange Door key partnerships and handle community referrals effectively.
- Actively participate in Family Violence Networks.
- Ensure compliance with legislation, standards, policies, practices, and procedures relevant to the program area.
- Provide a professional standard of care and service provision consistent with Western Health values.

Customer Service

1. Promote the program's services and the Agency throughout the region.
2. Develop and maintain effective working relationships with a broad range of stakeholders and services across various sectors to ensure an integrated and collaborative approach that supports positive client outcomes.
3. Demonstrate awareness and responsiveness to the diverse needs of clients.

Continuous Quality Improvement

1. Participate in program evaluation activities that foster innovative thinking and contribute to improved client outcomes.
2. Engage in Western Health's quality improvement processes and other activities to meet service and accreditation standards.
3. Adhere to Orange Door guidance and policies.
4. Engage in supervision actively and constructively, demonstrating a willingness to receive feedback and enhance your skills and knowledge.
5. Achieve Key Performance Indicators set by the Home Agency Manager.

Teamwork and Communication

1. Foster a positive team approach within the program area, the Agency, and with other service providers and partners.
2. Manage conflicts and disputes professionally and in accordance with Western Health policies and procedures.
3. Contribute to the positive motivation of the team, especially during times of change.
4. Promote effective team communication and development by working professionally and cooperatively with all stakeholders to achieve the Agency's objectives.
5. Participate in the development of consumer participation activities within your team.
6. Undertake other appropriate duties as directed by the Line Manager and Home Agency Manager.

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7. Perform additional duties as directed by Integrated Team Leaders, Practice Leaders, or the Hub Manager. Administration and Documentation 1. Ensure accurate, confidential, and timely case noting, record keeping, filing, and maintenance of client information in accordance with relevant program and agency requirements and standards. 2. Complete all relevant program planning, documentation, evaluation, and reporting in a timely and accurate manner. 3. Implement and adhere to all relevant policies and procedures, including complaints handling procedures and methods for responding to critical incidents. 4. Enter Service Hours in a timely manner. 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 1. Director, Integrated Community Health Services. 2. Manager Counselling and Family Violence. 3. Home/ Partner Agency Manager. 4. Western Health colleagues. 5. Students 6. Clients/Patients 7. GenWest and MacKillop practitioners, team leaders and practice leaders. 8. Community Based Child Protection. 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 (including senior practitioners) may also work under the direct guidance of leaders from other community organisations based in the Orange Door. External: 1. Victoria Police and other Mandated Authorities as designated. 2. Specialist Children's, Women's and Men's Family Violence services. 3. Western Integrated Family Violence Committee
Selection Criteria KSC1 Qualifications and Prerequisites 1. To be considered for this position, candidates must meet the Victorian Government's Mandatory Minimum Qualifications (MMQ) Policy (2021) or demonstrate a clear plan to be working towards meeting these requirements. KSC2 Experience 2. Demonstrated ability in clinical and/or practice leadership in the area of family violence. 3. Previous experience in the provision of family violence services to people who use violence and/or victim survivors, ideally in a primary care or community health setting is desirable. 4. Demonstrated understanding and experience in undertaking comprehensive risk and needs assessments and risk management responses (safety planning) for victim survivors. 5. Demonstrated experience in completing client centred assessments and collaborative development of support plans and goals. 6. Demonstrated experience working with clients with complex needs and behaviours (eg. trauma, substance abuse, mental health, parenting issues, disability) KSC3 Personal Attributes

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7.	Able to work effectively independently and as part of a multidisciplinary team.
8.	Demonstrated commitment to ongoing professional development and continuous quality improvement.
9.	Demonstrated commitment to promoting a positive, productive and supportive team.
10.	Demonstrated ability to manage personal values, prejudices and biases when working with victim survivors and perpetrators.
11.	Demonstrated ability to engage in reflective practice when working with victim survivors and perpetrators.
KSC 4 Technical Knowledge	
12.	Strong computer literacy.
13.	Demonstrates commitment to ensuring continuous quality improvement.
14.	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.
15.	Demonstrated understanding of risk and safety issues for women and children experiencing family violence and for men who are perpetrating family violence.
16.	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).
17.	Ability to engage in anti-collusive practice with clients who perpetrate family violence.
KSC 5 Communication	
18.	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.
19.	Ability to work with diverse client groups to establish effective therapeutic relationships.
20.	High level interpersonal and communication skills, advocacy, negotiation and conflict resolution skills.
21.	Demonstrated success in maintaining external networks and collaborative relationships with professionals both internal and external.
KSC 6 Confidentiality	
22.	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	

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- 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, Part 5A of the Family Violence Protection Act 2008 and Part 6A of the Child Wellbeing and Safety Act 2005.
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Redeployment to other Orange Door sites within the region and to different teams within the Orange Door as 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: [Click here to enter the Employee's name.](#)

Employee's Signature: _____

Date: [Click here to enter a date.](#)

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