



Primary Care Connect is a local community health centre operating under the social model of health. We work with our community to create better health outcomes. Visit our website www.primarycareconnect.com.au for the organisations mission, values, journey and strategic direction.

About 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 perpetrators 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, and perpetrators
- a strong focus on perpetrator 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 and families, to ensure that the services they receive meet their needs and their goals.

This position will work across all of the Goulburn Orange Door sites.

**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
- Perpetrators of family violence
- Families in need of support with the care, development and well-being of children.

This is achieved by drawing on the expertise of Community Service Organisations (CSO), Aboriginal services and Department of Health and Human Services (DHHS) and bringing together workers from organisations that currently:

- Receive police referrals for women who are victims of family violence
- Receive police referrals for perpetrators of family violence (known as 'Enhanced Intake Services')
- 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 Family Safe Victoria (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.

**POSITION
SCOPE**

Auspiced by Primary Care Connect within The Orange Door network, The Practitioner – Perpetrator Services will provide screening, assessment, triage and short term response to all incoming referrals for men who use violence, keeping perpetrators in view and accountable for their actions and behaviour.

The Practitioner will work in close partnership with other Practitioners to work towards increasing the safety of women and children experiencing family violence whilst complying with the Information Share Legislation and utilising the MARAM Framework.

This role is based at The Orange Door Shepparton and outreach to other access point as required including Moira and Mitchell Shire Sites.

Position Reports

This position reports to the Manager Clinical Services – Family Violence Program via the Team Leader – Perpetrator Services and works within The Goulburn Orange Door Team. It is also expected that this position works within the larger Orange Door and Primary Care Connect teams, and network with external organisations.

Key Performance Indicators

The key performance indicators below are the expected outcomes of this position. Timelines for achievement of key performance indicators will be set within the first month of employment and include clear objectives to be achieved throughout the probation period.

- Execution of accountabilities as prescribed
- Meet 100% compliance for administration responsibilities
- Meet 100% compliance for data collection and program evaluation
- Meet 100% reporting requirements in accordance file audits
- Meet 95% compliance for meeting with direct line manager and team
- Conduct yourself in accordance with Primary Care Connect core values and behaviours

Accountabilities

Engaging effectively with those accessing services including;

- Undertaking a caseload and delivering as practitioner for men's services
- Providing responses within appropriate theoretical and practice based frameworks i.e. using a strengths based approach that focuses on what's working well for an individual or family, as well as where there are difficulties.
- Delivering services and support via phone, within the physical Hub
- Engaging appropriately with people from diverse communities.

Managing risk and prioritising safety including:

- Identifying, assessing and prioritising risk and needs of all women, children, families and perpetrators drawing on the expertise of different practitioners in a multi-disciplinary team.
- Managing risk, including high risk and complex needs, in an ongoing way.
- Coordination of a spectrum of justice-based and social service interventions to coordinate rapid and effective restrictions on perpetrators' use of violence.
- Recognising and identifying limits of own expertise and when to seek advice or refer client to other practitioners or team leaders to ensure safe practice.

Providing effective services including;

- Supporting men, children and families, to ensure that the services they receive meet their needs and goals.
- Working collaboratively with other staff within The Orange Door to support integrated risk assessment and planning including participating or leading case conferences and meetings.
- Actively focus on planning which is centred around safety and giving victims choice and control wherever possible.
- Applying for brokerage on behalf of clients in accordance with Brokerage guidelines.
- Completion of assessments of perpetrator risk and tactics of power and control, alongside victim-survivors survival strategies, responses to risk and support needs, will consider the gendered and other social contexts in which family violence occurs.
- Developing cross sector and multidisciplinary practice and capacity to respond to family violence.
- Developing systems to support evidence-based practice and deliver services against outcome measures.
- Handling client information in accordance with the Family Violence Information Sharing Scheme (FVISS), information security and privacy policy requirements.

- Delivering integrated practice response which includes screening and triage, risk assessment, crisis response, service planning, targeted interventions, allocation and coordinated referrals consistent with the Integrated Practice Framework, Operational Guidelines, Service Specifications and relevant risk assessment tools and frameworks.
- Supporting people to gain easier and safer access to justice responses this includes working with the Courts and court-based support services to arrange wrap around supports for women, children and young people experiencing family violence, and families in need of support with the care and development of children and young people who are in contact with the court system and perpetrators.
- Understanding the circumstances of diverse individuals, groups and communities whose experience of violence are compounded by multiple forms of discrimination and disadvantage that they face and as a result may require additional supports to receive access and full participation.
- Providing other staff with relevant information and access to systems that support safe and effective family violence responses as part of an integrated practice approach.
- Building and maintaining positive relationships with key stakeholders to facilitate a partnership and integrated practice approach.
- Working as part of a team ensuring the provision of safe and supportive environment in which people can make their own decisions and choices. This can include secondary consultation, joint assessments, coordination and information sharing, multi-disciplinary analysis and assessment.
- Maintaining accurate and complete records of work activities in accordance with legislative requirements and information security and privacy policies and requirements.
- Participating in formal supervision and performance development and management with the Hub Team Leader – Perpetrator Services
- Participating in formal supervision and performance development at CSO
- Participating in training and development activities designed to build capabilities to work effectively in the Hub environment.
- Taking care for own health and safety and for that of others in the workplace by working in accordance with legislative requirements and occupational health and safety (OHS) policies and procedures.

The incumbent can expect to be allocated duties not specifically outlined in the position description, however within the capacity, qualifications and experience normally expected from a person occupying this type of position.



Position Duties and Responsibilities

Meet 100% compliance for administration responsibilities

- Maintain concise, accurate and legible records, including case notes, completed forms and reports as required according to program guidelines.
- Maintain client files in a safe, secure place as per policy.
- Maintain accurate statistical data as required by PCC, DHHS & FSV.

Meet 100% compliance for data collection and program evaluation

- Collect and input data as per evaluation framework and plan
- Participate in program evaluations as directed by management
- Present information as directed by manager

Meet 100% reporting requirements in accordance file audits

- Complete all client documentation in line with client journey procedure
- Address any non-compliance from file audits within 24 hours of notification

Meet 95% compliance for meeting with direct line manager and team

- Attend monthly individual meetings with direct line manager
- Attend team and all-staff briefings
- Attend and report on meetings as directed by management

Conduct yourself in accordance with Primary Care Connect's core values and behaviours

- Be accountable for your own behaviour
- Support a high standard of professional respect
- Support an inclusive working environment

Incumbent Expectations

<p>Qualifications</p>	<ul style="list-style-type: none"> •Maintain relevant qualifications and professional registrations •Provide at commencement of employment a National Police Check, Drivers Licence and Working with Children Check •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'.
<p>Personal & Professional Development</p>	<ul style="list-style-type: none"> •Demonstrated experience, understanding and commitment of the need for both personal and professional development
<p>Communications & Organisational Culture</p>	<ul style="list-style-type: none"> •Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients
<p>Administration & Documentation</p>	<ul style="list-style-type: none"> •Ability to thoroughly use PCC's policies and procedures to ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner
<p>Technical Skills & Application</p>	<ul style="list-style-type: none"> •Demonstrated knowledge and application of the skills, duties and responsibilities required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures
<p>Team Work & Communications</p>	<ul style="list-style-type: none"> •Demonstrated ability to participate as an active member of a team, consistent with PCC's policies and procedures
<p>Continuous Quality Improvement</p>	<ul style="list-style-type: none"> •Commitment to ensuring that quality services are delivered to both internal and external clients

Key Selection Criteria

The following are the key selection criteria for this position. Please address these in your application, providing relevant work examples of each criteria.

Qualifications

- Tertiary Qualification in Social Work, Welfare Studies, Psychology, Counselling, Family Therapy or similar.
- Post Graduate qualification in Social Science – Family Violence Stream or similar training in working with Family Violence.
- Graduate Certificate in client assessment and case management (male family violence).

Specialist Expertise

- A 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 men's family violence practice within complex service delivery contexts, particularly multi-disciplinary and multi-agency approaches to the provision of services to perpetrators of family violence.

Knowledge and Skills

- Excellent written and oral communication: has experience in public speaking, providing presentation and facilitation skills. Has experience in adhering to the legislative requirements and the Victorian Government's records, information security and privacy policies and requirements.
- Expert knowledge and experience working in men's family violence teams; has demonstrated experience in applying risk assessment and risk management frameworks in a family violence context; has 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; 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 perpetrators of family violence; has experience working with Victoria's diverse communities.
- Stakeholder partnerships: demonstrated commitment to work collaborate with internally and externally with partners and stakeholders and community members. Capacity to build partnerships, negotiate and liaise at leadership level for the best interest of clients and outcomes.
- Self-management: demonstrates an ability to flexibly manage competing priorities and stressful situations
- Experience using technology to complete daily work tasks

Personal Qualities

- Relationship building: establishes and maintains relationships with people at all levels; 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.
- Professional and personal alignment with Primary Care Connect core values.

Position Employment Conditions

Agreement: Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017

Classification: Community Development Worker

Hours per Fortnight: 75

Probation Period: All new positions are subject to a probation period of six months from date of commencement.

Position Approval

The details contained in this position description are an accurate statement of the scope, conditions, duties, responsibilities and all other requirements of above titled position.

_____ / ____ / _____
Chief Executive Officer Date

I _____ (full name) have read and fully understand the requirements of the positions and will fulfil the obligations of scope, duties and responsibilities as listed in the above position description.

_____ / ____ / _____
Incumbent Date

How and Where to Apply

Applications must be made via the PCC website, www.primarycareconnect.com.au.

Further information about this role can be found by contacting Sheree Monteleone – Manager Family Violence on (03) 5823 3200.