

Position Description

Title	The Orange Door Practitioner
Employment Type	Full time
Reports to	SIT Team Leader -The Orange Door
Work Location	The Orange Door – South West and outreach locations as
Date of review	May 2026

About The Sexual Assault & Family Violence Centre (The SAFV Centre)

The SAFV Centre is a community-based, not for profit organisation supporting communities primarily across the Barwon, Wimmera and Southwest areas of Victoria, with limited-service delivery in West Metropolitan Melbourne. We offer a range of specialist support services for people impacted by sexual and family violence as well as support services for victims of crime. These include:

- 24-hour crisis care for victims of recent sexual assault and family violence, including advocacy and access to medical care and justice services; intensive case management and court support for adults, young people and children who have or are experiencing family and sexual violence;
- therapeutic counselling and group programs for adults, young people and children who have experience family violence; and adults, young people and children who have experienced sexual assault (including support for non-offending family members and friends);
- access to high security crisis accommodation for adults, young people and children assessed as being at high risk of further harm; and early intervention services for children and young people under the age of 17 years who have engaged in problematic or abusive sexualised behaviours, and young people engaging in family violence behaviours, and
- practical assistance, advocacy, case management support and legal aid services for all victims of crime.

The organisation employs staff across the following areas: Southwest service areas include family violence case management, housing, Orange Door, after hours services, victim's assistance program and community legal service. Our Wimmera office provides sexual and family violence therapeutic services. The Barwon office provides services across a range of specialist family violence, sexual assault, victim assistance, training and prevention programs and corporate services.

About The Orange Door

A key recommendation of the Royal Commission and the Roadmap for Reform was to establish a network of The Orange Door across Victoria to provide a new way for adults, children and young people experiencing family violence, and families in need of support with the care, development and wellbeing of children and young people, to access coordinated support from community, health and justice services. The Orange Door also focuses on perpetrators of family violence to keep them in view and plays a role in holding them accountable for their actions and changing their behaviour.

The Orange Door delivers a fundamental change to the way services work with adults, children and families, and men. It seeks 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;
- support to access justice and legal support;
- 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; and
- a system-wide view of service capacity, client experience and outcomes.

Role Purpose and Accountability

Purpose

The Orange Door Practitioner will work within the multi-disciplinary Orange Door team and deliver high quality, safe and effective service responses to Victorians seeking support and services through The Orange Door. As a practitioner, you will work as an integrated member of the Orange Door team to delivering an integrated practice model.

The position reports to SIT Team Leader – South West.

Key Position Responsibilities and Accountabilities

- Provision of an initial screening for all calls coming into The Orange Door including adult and children and young people who are experiencing family violence, people who use violence and families requiring support. This may include calls outside of your speciality stream.
- Receive and manage all family violence referrals for adult and children to The Orange Door Access Point at Warrnambool, including the delivery of client screening, assessment, crisis responses, service planning, targeted interventions, allocation and coordinated referrals consistent with The Orange Door operational and practice guidelines, relevant risk assessment tools and frameworks.
- Work collaboratively with The Orange Door team and deliver professional, multi-disciplinary and integrated family violence support services to adults and their children, including risk assessments, planning, brief intervention, and case conferences.
- Provide clients with timely, accurate and relevant information to ensure they are able to make informed choices.
- Provide advocacy and support to assist clients to effectively manage and navigate the broader service system.
- Play an active role in keeping perpetrators of family violence in view and hold them accountable through gathering and sharing information with key agencies.
- Adopt a trauma-informed approach to your work and support clients to make choices and decisions about their lives.
- Apply for brokerage on behalf of clients in accordance with Orange Door Brokerage Guidelines
- Contribute to the review, development and implementation of systems, policies, and procedures to build and enhance The Orange Door service model.
- Take reasonable care for your 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.
- Adhere to relevant frameworks the Family Violence Information Sharing Scheme, standards, policies and procedures of The Orange Door and The SAFV Centre.

General Responsibilities

- Participate in staff and program meetings, supervision, training and professional development.
- Ensure compliance with relevant legislation, policy, procedures and practice guidelines.
- Actively contribute to the development of a positive and high-performing organisational culture, including by identifying opportunities to improve teamwork practices.
- Participate in the continuous quality improvement of the SAFV Centre and the development of best practice.
- Contribute to an environment that is safe, welcoming, and inclusive for every child including taking seriously all concerns, complaints and allegations of abuse or suspected abuse against any child or young person.

- Take reasonable care for your 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.
- Ensure work practices are ethical and comply with The SAFV Centre Policy and Procedure, our code of conduct and the code of the professional association of which the employee may be a member.
- Other duties as required.

Key Selection Criteria

Your application must address the following:

Essential Qualifications and Experience

- A relevant graduate or post graduate qualification in psychology, social work or other relevant discipline.
- A minimum two years relevant experience.

Essential Skills and Knowledge

- A comprehensive understanding of family violence including a theoretical framework that includes intersectional feminist and structural theory and locates individuals within their social and familial context.
- Sound knowledge of the effect and impact of family violence interpersonal trauma on adults, young people, children and non-offending family members.
- Demonstrated experience and capabilities working with Family Violence Victim Survivors (adults and children)
- Demonstrated capacity to complete family violence risk assessments, develop safety plans, manage risk, deliver brief crisis intervention, and case work.
- Ability to work within an integrated and multi-disciplinary team.
- Demonstrated ability to advocate, liaise and work collaboratively with colleagues from different disciplines and across complex systems.
- Demonstrated capacity to apply theoretical frameworks to practice.
- Ability to manage complex and demanding work.
- Ability to practice independently with a high degree of autonomy and to participate as a member of a team.
- Demonstrated ability to maintain accurate and confidential case notes and maintain accurate and timely data and provide reports as required.

Organisational Values and Culture

All staff at the SAFV Centre are expected to embody and promote:

- **Respect:** We value people, embrace diversity and demonstrate fairness. Honouring lived experience, autonomy, and self-determination.
- **Integrity:** We are open, honest and ethical. We are accountable for what we say we will do and for the impact of our actions.
- **Innovation:** We advocate for what can be and not settle for what is. We embrace new ideas and approaches that will make a sustainable difference.
- **Collaboration:** We work as a team, sharing ideas and expertise with each other and our partners. We trust and empower people, harnessing their strengths.
- **Commitment:** We are driven by our deep commitment to gender equality, social justice and human rights. We are passionate about improving the lives of our clients and inspired to achieve our goals.
- **Trauma-Informed Practice:** Recognising trauma impacts and resisting re-traumatisation
- **Safety:** Physical, psychological, and emotional safety for clients and staff

Referees

Applicants must provide the name and current contact details of 2-3 professional referees including the most recent or current supervisor.

Period of Appointment

This position is ongoing depending on funding.

Hours of Work

- The position is Full time
- Location of the position is at The Orange Door, Southwest or outreach locations as required.
- Hours will usually be worked during business hours of 9.00am to 5.06 pm between Monday to Friday.
- The days are based on the needs of the service.
- Flexibility in working hours will be required from time to time as the need arises.

Salary and Conditions

Annual salary range is SCHADS Level 5 Pay Point 1-3 plus superannuation (pro rata for part time). Salary will be commensurate with experience and skills.

Industrial Instrument: The Sexual Assault & Family Violence Centre Enterprise Agreement 2023.

Salary Packaging: Provided via Maxxia. PBI status with other expenses available to package above this cap. The Sexual Assault & Family Violence Centre is a Public Benevolent Institution.

Superannuation: The employer will also make superannuation payments on your behalf in accordance with the *Superannuation Guarantee (Administration) Act 1992*.

Probationary Period - 6 months with a review conducted during this time.

Employee Responsibility – Mandatory prior to commencement

Employee expense:

- Valid Working with Children Check
- National Police Records Check – renewed every 3 years of employment at employee expense
- Working rights in Australia
- Qualification verification

Other

This position description is subject to review and may change in accordance with the needs of our organisation; including our operations, our clients and our stakeholders.

I, _____, have read and understood this position description and agree to the requirements of this role as set out by The Sexual Assault and Family Violence Centre.

Signed: _____ Date: ____ / ____ / ____

Print name: _____