

February 2026

Practitioner – The Orange Door

What we do

wayss deliver funded services and programs for family violence homelessness and are the largest provider of housing and in the Southeast Region including the local government areas of Greater Dandenong, Frankston, Casey and Cardinia.

We are committed to:



Our values

We are:



Why we exist

Our purpose is to provide support options for people experiencing homelessness and family violence.

Our vision is that people we support have a safe home and freedom from discrimination and violence.

About The Orange Door

The Orange Door aims to address the needs of all Victorians who experience or use Family Violence as well as families who need support in relation to child wellbeing. The Southern Melbourne Area Orange Door covers 3 Local Government Areas Dandenong, Casey and Cardina and all employees must be prepared to work from any of the above locations as required operationally.

The Orange Door is an integrated intake and assessment service that is the referral pathway to Integrated Specialist Family Violence Services, Integrated Family Services and men's support and Behaviour Change services. The Orange Door seeks to improve service capacity and integrate service delivery with a commitment to developing opportunities for timely, appropriate and where necessary, intensive interventions to prevent the escalation of risk factors and issues regarding vulnerable children and families.

The role

Reporting to the Integrated Team Leader, the position works collaboratively within an integrated team to respond to the needs of women, children, young people and families experiencing family violence and vulnerability. The Practitioner works directly with clients to provide information, advice, and an initial assessment with a focus on risk assessment and safety planning.

Duties include:

- Identifying, assessing, and prioritising the risk and need of women, children and families using the MARAM framework, theoretical frameworks and statewide guidelines. You will draw on the expertise of Team Leaders, Practice Leaders and others with diverse expertise in a multi-disciplinary team to deliver client responses.
- Working a duty roster to provide a face to face or telephone service to persons seeking support as a person experiencing family violence, using violence or experiencing child well being concerns.
- Working collaboratively with team members to support integrated risk assessment and planning, including participating in case conferences and meetings.
- Assessing eligibility and providing material aid and other supports to clients.
- Recording client information accurately on the Client Relationship Management (CRM) system, handling client information in accordance with the Family Violence Information Sharing Scheme (FVISS), information security and privacy policies and requirements.
- Participating in training and development, formal supervision, and performance development as per wayss policies and procedures.

POSITION DESCRIPTION

- Ensuring the health and safety of self and others in the workplace by working in accordance with legislative requirements and Wayss policies and procedures.
- Other reasonable duties as required.

About you

Personal Qualities:

- Teamwork and collaboration: ability to support and promote a positive team culture of collaboration, inclusiveness and respect.
- Resilience: the ability to maintain best practice while working under challenging circumstances in a high demand, fast moving environment where exposure to traumatic human stories will occur daily.
- Initiative and accountability : be proactive and self-starting, seize opportunities and act upon them, take responsibility for own actions. Maintain required case load and accept direction from Team Leaders and other Leadership Team members.
- Initiative and responsibility: identify and share ideas for improvement with the team to increase effectiveness of how we work collectively and individually and take responsibility for own work and actions.
- Self-Development: the desire to continually develop, inquire and learn through on the job experiences, exposure through participating in events and professional development.

You will have:

- Relevant tertiary qualification(s) in social work, or a related discipline.
- Compliant with Family Violence Minimum Qualifications (Rec 209).
- Experience working with individuals and families who have experienced family violence, have concerns about children's safety and well being or with people using violence.
- Demonstrated ability to identify, assess and prioritise the risk and needs of clients in collaboration with integrated team members.
- The ability to work collaboratively and build strong, authentic and supportive working relationships.
- The ability to recognise and identify limits of own expertise and to seek advice from Team Leaders and Practice Leaders.
- A commitment to best practice and work towards the best possible outcomes.

This role requires a current Driver's Licence and valid 'Employment' category - Working with Children Check Clearance. The candidate will need to have successfully completed wayss pre-employment screening, including a police and identity check.

POSITION DESCRIPTION

Family Violence Minimum Mandatory Qualifications under Recommendation 209

As per the minimum mandatory qualification's requirements set by the Victorian Government (refer to <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 meet one of the following requirements:

1. are considered EXEMPT under the policy;
2. hold a Bachelor of Social Work or other equivalent qualification;
3. have a minimum 5 years relevant professional experience;
4. have a related qualification as per the mandatory minimum qualification requirements;
5. hold significant cultural knowledge and experience or lived experience, and have faced barriers to educational pathways.

What is important to wayss must be important to you

- At wayss, we embrace a culture of diversity and inclusion within our workforce and approach to service delivery. We are responsive to the needs of Aboriginal and Torres Strait Islander people, people from LGBTIQ and culturally and linguistically diverse communities, people living with a disability and people of all ages. wayss is proud to be Rainbow Tick Accredited and welcomes everyone across the LGBTIQ community.
- We encourage people with relevant career experience and lived experience to apply for roles at wayss.
- wayss is committed to being a child safe organisation. wayss has a zero tolerance of any abuse or maltreatment of children and young people. Every person who is part of the organisation must treat the rights, interests and safety of children and young people as paramount.
- wayss values the voices of our clients. We recognise that we deliver higher quality and safer services when we hear from people with lived experience. We are committed to providing opportunities for clients to participate and provide feedback on our service design and delivery.
- wayss aligns with the MARAM framework and ensures our services are effectively identifying, assessing and managing family violence risk.
- wayss is committed to the health, safety, and wellbeing of its staff. wayss and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy, and trade practice.



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