

Position Description

Orange Door Practitioner

Position	Orange Door Practitioner - Hastings
Team	Family Safety and Wellbeing
Role Classification	SCHADS Level 6
MARAM Tier Level	Tier 1 Please refer to MARAM Responsibilities Guide for more information.
Employment Type	Full Time, Permanent
Hours	38 hrs per week
Location	Bayside Peninsula Area – Hastings, Frankston and Bentleigh - Bunurong Land <i>This role will primarily be based at Hastings, but from time to time the incumbent may be requested to work from, or be based at, other Family Life sites.</i>
Reports To	Team Leader, The Orange Door
Effective Date	September 2026

Overview of Program

The Orange Door Partnership 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 Bayside Peninsula Orange Door covers seven different local government areas from the City of Port Phillip down to the Mornington Peninsula.

The Orange Door Program is an integrated intake and assessment service that brings together workforces from community and family service organisations, Aboriginal Services, Family Safety Victoria and DFFH to provide referrals for:

Building connection, safety and wellbeing. Together.

- Adults, children, young people, and families who are experiencing or have experienced family violence
- People who use violence
- Families requiring support with the care, development and wellbeing of unborn babies, infants, children, and young people

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 their families. The program operates through a partnership of 10 key service providers.

Position Objective

The Practitioner will be required to perform Screening and Triage and/or Intake and Assessment functions identifying risk, safety and wellbeing concerns from varying referral pathways such as Police reports, Child Protection Referrals, Community Referrals and Client Self referrals, either via the phone or on site. This will ensure that Orange Door Clients are supported and provided with and/or linked into effective and relevant services. The Practitioner will be required to work collaboratively within a multidisciplinary, inter-Agency team, while managing a complex workload.

Key Responsibilities

The key responsibilities include but are not limited to:

- Undertake intake and assessment in accordance with the Best Interests Framework, MARAM Framework and other relevant practice standards.
- Provide intake and assessment, crisis responses, safety planning, referrals and service planning and other short-term interventions to assist clients to achieve improved safety and wellbeing outcomes.
- Comply with legislative, organisational and program requirements relating to information sharing, privacy, confidentiality, data collection, record keeping and reporting, including the Family Violence Information Sharing Scheme (FVISS).
- Work collaboratively with clients and families in a respectful, culturally responsive and trauma-informed manner, recognising the impact of cultural, social and environmental factors on engagement and outcomes.
- Apply an integrated practice approach by collaborating with Orange Door practitioners, family violence services, Child and Family Services, Victoria Police,

Senior Child Protection Practitioners, Aboriginal Practice Leads and other relevant stakeholders to deliver coordinated responses for children and families experiencing complex issues.

- Participate in multidisciplinary case conferences, meetings and collaborative planning processes to support integrated risk assessment, decision-making and coordinated service delivery.
- Provide services through a range of delivery methods, including telephone support, onsite appointments and if required, occasional outreach to clients' homes or community-based settings.
- Maintain accurate, timely and comprehensive client records, case notes, assessments and data entry within the Orange Door Client Relationship Management (CRM) system and other required systems.
- Undertake occasional after-hours work as required and approved in accordance with organisational policies and relevant legislation.
- 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 Family Life's occupational health and safety (OHS) policies and procedures, including attending regular supervision and reflective practice.
- Contribute to continuous improvement and integrated practice by sharing knowledge, practice insights and learnings, and participating in the review, development and implementation of systems, policies, procedures and service delivery approaches.
- Maintain professional accountability and safe practice by recognising the limits of own expertise, seeking advice and consultation when required, and referring clients to specialist practitioners, Practice Leaders or external services as appropriate.

Key Selection Criteria

1. A Bachelor Degree in Social Work, Psychology, Early Childhood Specialist and/or related behavioural sciences* with substantial relevant experience.
2. Proven ability to implement key theories, particularly Child Development, Trauma Informed, Systems, Family Violence and Coercion and Control in practice.
3. Well-rounded understanding of Family Violence drivers, risk assessment and safety planning.
4. Experience working with families and children experiencing complex needs and high risk/ risk issues in any of the following services areas: Family Services, Child Protection, Housing, Family Violence, Disability, Mental Health and/or Alcohol and Other Drugs Position.

5. Demonstrated ability to conduct comprehensive risk and wellbeing assessments and work within the 'Best Interests Principles' as outlined within the Children, Youth and Families Act 2005 and well as a sound knowledge of the MARAM framework.
6. Proven ability to engage with families who are reluctant to use support services.
7. Demonstrated ability to develop and maintain strong collaborative relationships and partnerships with key stakeholders, both internal and external.
8. Capacity to work with ambivalence and uncertainty in the context of ongoing environmental change and complex problems for vulnerable members of the community.
9. Capacity to remain calm and focused under pressure and take initiative in resolving problems.
10. Demonstrated experience of working under limited supervision with full accountability for their own tasks and duties.
11. Excellent communication and time management skills, and ability to be self-directed.
12. Information technology skills, including proficiency in Microsoft Office suite, Microsoft Teams and Client Relationship Management (CRM) system.

*Minimum mandatory qualifications requirements

As per the minimum mandatory qualifications requirements via <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violencepractitioners>, all candidates wishing to apply for this role must be able to demonstrate that they:

- a. are considered EXEMPT under the policy; OR
- b. AQF Level 7 Bachelor's degree or higher in counselling, social work, psychology or equivalent; OR
- c. have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements; OR
- d. hold significant cultural knowledge and experience or lived experience, and have faced barriers to educational pathways

Please note that candidates wishing to enter the specialist family violence workforce via a related qualification or 5 years related professional experience pathway, OR the significant cultural knowledge and experience or lived experience pathways will be required to work towards an equivalent qualification within specified timeframes (as per the mandatory minimum qualifications policy).

The Family Life Way

The six behaviours of **The Family Life Way** are at the heart of the work that we do; they inspire us to achieve the best results for our clients and the communities we serve. The Family Life Way exemplifies our commitment to supporting our people to produce quality services and outcomes.

Create Safety  • Safety for Clients and Peers • Respect, Empowerment & Well-being • Be Supportive • Be Kind	Celebrate Difference  • Welcome Diversity • Celebrate Difference Of Ideas • All Community Members are Welcome at Family Life • Share Knowledge and Experiences	Be Bold  • Fail Forward • Lead By Example • Ask Why? • Ask for Feedback and Self-Reflect
Be Real  • Be the Best Version of Yourself • Admit What You Don't Know • Have the Hard Conversations, Respectfully • Be Open and Honest	Dream Big  • Have Stickability - Persistence • Think differently, Innovatively • Be Adaptable • Plan and Prioritise	Embrace Everyone  • Many Voices, One Purpose - To Transform Lives for Stronger Communities • Collaboration • Partnerships • Be Inclusive and Encourage Participation

Additional Information

- Family Life is a youth and child safe organisation that values, respects, and listens to children and young people.
- All offers of employment are subject to a satisfactory Working with Children Check and Police Records Check.
- Family Life operates across multiple sites; therefore it is essential that all employees hold a current and valid Victorian Driver's Licence.
- Family Life offers generous salary packaging benefits.
- All offers of employment at Family Life are subject to a six-month probationary period.
- Family Life is committed to providing a safe, healthy and friendly working environment.
- Family Life prides itself on being flexible and family-friendly wherever possible for the mutual benefit of employees and the organisation.
- Family Life expects all employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.