

 	Position Title:	Specialist Family Violence Hub Practitioner
	Division	Family Violence
	Program:	The Orange Door (HMA)
	Band:	A
	Salary:	Stream 1, Level 6
	Date:	September 2026

ROLE PURPOSE

Berry Street Yooralla's Family Violence Service is the lead provider for the integrated family violence service system in the Northern Metropolitan sub-region. The Family Violence service provides support services to victim survivors of family violence and their children inclusive of cis gendered heterosexual women and, their children; and people from the Lesbian, Gay, Bisexual, Transgender, Intersex and Queer Community (LGBTIQ+) and their children.

The Family Violence service provides a range of specialist family violence programs. The service aims to support victim survivors and their children to remain safely within their community and maintain a life free of violence while also addressing the emotional and practical needs and issues arising from the violence.

The service provides a Specialist Family Violence team within The Support and Safety Hub (also known as The Orange Door) in the Hume Merri-Bek Area (HMA) as per Recommendations 37 and 38 of the Royal Commission into Family Violence. The Family Violence service operates within a collaborative and supportive team environment with a strong focus on partnerships with relevant external organisations.

PRIMARY OBJECTIVES

The Specialist Family Violence Hub Practitioner plays a critical role in family violence risk assessment, safety planning and engagement of victim survivors and their children into any supports they need. This includes adopting an integrated approach to safety and child wellbeing. The referrals are a combination of police referred, victim survivors calling our service directly, or referrals from other services. The service can be provided by contacting victim survivors by phone, face to face at The Orange Door (HMA) or conducting outreach appointments.

There is expected to be a suite of training programs offered as part of the induction program by Family Safety Victoria, including:

- Integrated Practice Framework.
- Information Sharing Regime.
- Hub site induction and worker health and safety.

REPORTING RELATIONSHIPS

The role is based at either The Orange Door (HMA), Broadmeadows or Sunbury locations, Wurundjeri Country and reports to the Team Leader The Orange Door (HMA) or the Senior Specialist Family Violence Hub Practitioner who will provide supervision and review.

EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Yooralla Code of Conduct, which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement.
- Raise all health, safety, and wellbeing issues or concerns with managers, observe all safe work procedures and instructions, and take reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner.
- Promoting and protecting the human rights of people with disability, in accordance with the UN Convention on the Rights of Persons with Disabilities (CRPD) (2008).
- Working to ensure high-quality and safe supports and services for NDIS participants, meeting and exceeding the NDIS Practice Standards and Quality Indicators.
- Meeting obligations under all relevant Victorian and Commonwealth legislation.
- Participate in regular supervision, performance planning and review processes and probationary reviews.
- Complete mandatory training within designated timeframes.
- Berry Street Yooralla is committed to service delivery that prioritises and celebrates diversity and inclusion. Every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality, or religion.
- Berry Street Yooralla is committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify as LGBTIQ+.
- Berry Street Yooralla is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children, in accordance with our legal obligations including MO 1359 and child safe standards.
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ROLE RESPONSIBILITIES

Specific responsibilities, duties and tasks

Operational Service Delivery

- Provision of timely telephone, face-to-face and/or online responses to victim survivors and their children who have experienced or are experiencing family violence and require information, support and or referral to appropriate services.
- Work within a specialist discipline to deliver services and develop an understanding and capabilities to work safely across other areas of specialisation (with appropriate training and supervision).
- Deliver screening and triage, assessment, crisis responses, service planning, targeted interventions, allocation and managing all family violence referrals for victim survivors and their children (including police referrals) to The Orange Door (NEMA), consistent with the Integrated Practice Framework, Operational Guidelines, Service Specifications and relevant risk assessment tools and frameworks.
- Playing an active role in keeping perpetrators of family violence in view and holding them accountable through gathering and sharing information with key agencies.
- Identify, assess and prioritise risk and needs of victim survivors and their children, families and perpetrators, drawing on the expertise of different practitioners in a multi-disciplinary team.
- Develop and review comprehensive safety plans with victim survivors and their children.
- Provision of advocacy on behalf of victim survivors and their children to promote access to required services.
- Actively respond to referrals from a range of community and statutory organisations, prioritising victim survivors assessed at high and escalating risk of family violence.

Administration and Reporting	• Maintain concise, accurate records, including CSNet and Client Relationship Management (CRM) systems in The Orange Door (NEMA). • Apply for brokerage on behalf of clients in accordance with Brokerage Guidelines for approval by the Integrated Practice Leader. • Handle client information in accordance with the Family Violence Information Sharing Scheme (FVISS), information security and privacy policies and requirements. • Maintain client files in a safe, secure place as per confidentiality policy. • Maintain accurate statistical data as required by Berry Street and DFFH.
Program Development	• Effectively participate as part of a co-located, coordinated and collaborative multiagency team in The Orange Door (NEMA). • Establish effective working relationship with partner agencies providing services and support to victim survivors and their children who have experienced family violence. • Contribute to the review, development and implementation of systems, policies and procedures to build and enhance The Orange Door (NEMA) service model.
Other	• Willingness to hold additional case load when other practitioners are on leave. • Be willing to meet victim survivor's face to face in an office setting and settings in the community assessed as appropriate and safe for both practitioner and victim survivor. • Required to participate to travel between sites depending on program and role requirements. • Other duties as required.

KEY SELECTION CRITERIA

- Strong communication skills (including public speaking, presentations, and facilitation skills) with the ability to convey information clearly and adapt style to suit different audiences.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- Demonstrated experience in working with victim survivors and their children from diverse backgrounds who have experienced family violence.
- Demonstrated knowledge and high-level understanding of the gendered nature of family violence and the ability to articulate a feminist practice framework that incorporates trauma, attachment, David Mandel's Safe & Together and the Best Interest Case Practice frameworks.
- Demonstrated ability and experience to undertake comprehensive risk assessments (CRAF or TRAM) with a focus on perpetrator accountability, to develop safety plans, refer appropriately to other services and respond to crisis situations in consultation with the Team Leader, Program Manager or colleagues.
- Demonstrate a sound understanding of historical and contemporary issues that affect Aboriginal and Torres Strait Islander people in Australian society, as well as values and protocols, and demonstrated capacity to work in culturally informed and respectful manner.
- Demonstrated commitment to working collaboratively internally, with partners and stakeholders, and the community with the capacity to build relationships, negotiate and liaise at an individual case planning level.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A minimum Bachelor level qualification in Social Work or recent employment in the family violence sector or equivalency met through the 7 Equivalency Principles in line with the minimum mandatory qualification requirements. Please see <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners> for further information.
- Staff members must hold a valid WWCC, current drivers license at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

HIGHLY DESIRABLE

- Ability to speak a language in addition to English.
- Capacity to be flexible as part of a rostered triage and response team.
- An understanding of the Child, Youth and Families Act 2007 and the Family Violence Protection Act 2008.

ABOUT THE FAMILY VIOLENCE SERVICE

Berry Street Yooralla's Family Violence Service provides specialist, integrated support to victim survivors of family violence and their children across Victoria. We support cisgender heterosexual women and their children, and LGBTIQ+ individuals and families, acknowledging the diverse identities, contexts and experiences of the people we serve.

Our practice is grounded in an intersectional feminist framework and aligned with the Family Violence Capability Framework and MARAM Framework. We recognise gender inequality as a key driver of family violence, while also acknowledging the broader social, cultural, structural and historical factors shaping how violence is experienced. This includes the ongoing impacts of colonisation for Aboriginal and Torres Strait Islander communities, the diverse experiences of culturally and linguistically diverse (CALD) communities, and the power imbalances faced by people with disability.

Berry Street Yooralla Family Violence Service operates across the Department of Fairness, Families and Housing Areas of Central Highlands, Hume Merri-Bek and North East Melbourne Area. Providing services across three Orange Door Sites, a variety of integrated victim-survivor response services as well as a People Using Violence program which operates only in Central Highlands area.

Across all service areas, we promote safety, empowerment, agency and self-determination, tailoring responses to each person's unique circumstances, identity and lived experience. We recognise the profound and distinct impacts of family violence on children and young people and embed child centred and trauma informed practice across all aspects of service delivery.

We operate within a collaborative and supportive team environment, working closely with internal partners, community organisations and statewide family violence coordination structures to deliver consistent, high quality and accessible support across Victoria.

INHERENT REQUIREMENTS OF WORK ACTIVITIES/ENVIRONMENT

The following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Client Facing and Service Delivery	Work with clients who may have a physical, psychiatric, or sensory disability.	Regular
	Interact with clients and members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Daily
	Work with complex clients which may expose you either directly or vicariously to emotionally challenging concepts such as self-harm, trauma, illegal activity and/or violence.	Occasional
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional
	Work in a client's home or their family home alone and/or with others.	Not Applicable
	Represent, advocate, and cooperate with legal processes which may include attendance to court.	Regular
Work Environment	Manage demanding and changing workloads and competing priorities.	Regular
	Work in different geographic locations.	Occasional
	Be exposed to all outdoor weather conditions.	Occasional
	Work via computer from home as required.	Regular
	Work office hours with the possibility of extended hours. Flexible arrangements by agreement.	Regular
	Work rostered hours with the possibility of overtime.	Not Applicable
	Work on-call after hours.	Not Applicable
	Work in an open plan office with no assigned desk.	Regular
	Work in buildings which may require the use of stairs or elevators.	Regular
	Sit at a computer or in meetings/meeting rooms via video conference facilities or in person for extended periods.	Regular
	Work in educational or community facilities.	Occasional
	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Occasional
	Undertake training and professional development activities both internal and external to the organisation.	Regular
	Conduct outreach to crisis accommodation.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, data entry, writing reports, case notes/plans and client records. Manage resources and budgets. Research and analyse information and data.	Daily
	Use technology including computers, photocopiers, telephones including mobiles, fax, projectors, televisions, video conference facilities and electronic whiteboards.	Daily