Position description

Title	**Family Violence Intake and Assessment Practitioner**
Reports to	**Orange Door Team Leader**
Classification & Salary	**SCHADS Level 6 (plus super and salary packaging)**
Employment Status	**Max Term - Full Time Role**
Primary Location	**Orange Door BPA**
Date	**November 2026**

Good Shepherd Australia New Zealand (GSANZ)

Our 2023-2027 strategy outlines the world we want to see and our role in advancing it. We aspire for all women, girls, and families to be safe, well, strong, and connected. We strive for equity, dignity and social justice for women, girls and families by collaborating globally and acting locally, supporting our communities in Australia and New Zealand to thrive.

We want women, girls and families to live full and dignified lives, have dignified income and enjoy financial wellbeing. We aim to provide place-based, people-centred, holistic services while working at the system level to achieve bold and audacious reform. We currently offer microfinance programs and products, financial counselling and coaching, family and domestic violence support services, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and strong advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Good Shepherd employees are committed to inclusive practice that responds to the specific needs, context, and circumstances of service participants. We embrace the diversity and intersectionality of individuals and recognise a person's right to a unique identity comprising culture, language, ability, community, gender, sex, sexual orientation and lived experience.
The role of the Learning and Development Facilitator (Financial Capability -NILS) will be responsible for the design, development and delivery of financial capability training to the NILS Community Service Providers as well as other sector partners.

Role Purpose

The Orange Door

A key recommendation of the Royal Commission and the Roadmap for Reform was to establish a network of Support and Safety Hubs (The Orange Door) across Victoria to provide a new way for women, 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 Hubs will also focus on perpetrators of family violence, to keep them in view and play a role in holding them accountable for their actions and changing their behaviour.

The Orange Door delivers a fundamental change to the way we work with women, children and families, and men. They 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
- 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
- a system-wide view of service capacity, client experience and outcomes

The Hubs will support the self-determination of women, children and families, to ensure that the services they receive meet their needs and their goals.

The Orange Door Team

The Orange Door brings together different workforces and practices to create an integrated team and a consolidated intake point in each Hub 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 will be achieved by drawing on the expertise of Community Service Organisations (including GSANZ) and their deep connections with people in local areas, and bringing together workers from organisations that currently:

- Receive police referrals for women and children 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) Intake, assessment and referral service for vulnerable families
- Deliver other relevant services as appropriate, such as those delivered by Aboriginal services

GSANZ Family Violence Intake and Assessment practitioners in the Orange Door will:

- Deliver screening and triage, assessment, crisis responses, 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.
- Identify, assess and prioritise risk and needs of women and children who have, or are experiencing family violence, drawing on the expertise of different practitioners in a multi-disciplinary team.
- Deliver services and support via phone, within the physical hub and outreach at client's home or other sites.
- Work collaboratively with the Orange Door team to support integrated risk assessment and planning, including participating in case conferences and meetings.
- Recognise and identify limits of own expertise and when to seek advice or refer client to specialist Orange Door Practitioners or Integrated Practice Leaders to ensure safe practice.
- Identify when a Central Information Point (CIP) request is required and refer request to the Advanced Family Violence Practice Leader.
- Submit requests with Orange Door Team Leader for allocation into core services for clients.
- Apply for brokerage on behalf of clients in accordance with Brokerage Guidelines.
- Navigate the broader service system for clients by referring clients to services and providing clients with information and support.
- Record client information accurately on the Hub Client Relationship Management (CRM) system and handle client information in accordance with the Family Violence Information Sharing Scheme (FVISS), information security and privacy policies and requirements.
- Participate in training and development activities designed to build capabilities to work effectively in the Orange Door environment.

- Share integrated service approaches and learnings with members of the Orange Door team and within GSANZ.
- Contribute to the review, development and implementation of systems, policies and procedures to build and enhance the Orange Door service model.
- Participate in formal supervision and performance development and management.

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications, Experience and Mandatory Requirements

- Appropriate tertiary qualification in Social Work, Psychology, or a related tertiary discipline is essential in accordance with REC 209
- Demonstrated knowledge and understanding of the diverse range of referral and support options available to women and children who have experienced family violence, vulnerable families presenting with complex needs and perpetrators of family violence within the Bayside Peninsula region
- Demonstrated knowledge of the Best Interest Principles and the ability to undertake Best Interest Assessments of children
- Knowledge of cultural safety requirements and ability to develop cultural safety action plans with clients when required

- Demonstrated knowledge or experience within Women and Children's Family Violence Services, Integrated Family Services, Men's Referral Services, DHHS Child Protection and/or Aboriginal Community Service Organisations
- Ability to positively contribute to consultation processes, communities of practice, reflective practice and continuous improvement processes

Family Violence Minimum Mandatory Qualifications under Recommendation 209

As per the minimum mandatory qualifications requirements via 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:

1. are considered EXEMPT under the policy

   OR

2. hold a Bachelor of Social Work or other equivalent qualification

   OR

3. have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements.

   OR

4. 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). If you believe these pathways may apply to you and would like more information, please don't hesitate to contact recruitment@goodshep.org.au to discuss this further.

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia
- You may be required to obtain particular vaccines or immunisations in order to perform the inherent requirements of this position. This Includes but Is not limited to the COVID-19 vaccine/Immunisation

The above requirements will need to be supplied and verified prior to commencement.

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.