

Position title	Orange Door Practitioner (Adult Using Family Violence Focussed)
Program	The Orange Door
Reports to	<ul style="list-style-type: none"> • Team Leader Orange Door • Manager Family Violence • General Manager Community Services • Chief Executive Officer
Direct reports	<ul style="list-style-type: none"> • Nil
Award/EBA	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022

Position summary

The Orange Door brings together different workforces and practices to create an integrated team and a consolidated intake point to create a new way of support for:

- Women, children, young people, and families experiencing family violence.
- Adults Using Family Violence (AUFV's) of family violence.
- Families in need of support with the care, development and well-being of infants, children and young people.

The Orange Door is designed to make it easier for vulnerable families and children, victim survivors of family violence and perpetrators of family violence to access services when and where they need them. The Orange Door will be a visible and trusted point in the community offering safe, simple and early access to services and connect people to the support they need.

The Orange Door Practitioner will provide screening, identification, triage, assessment and planning functions for clients of The Orange Door as part of an integrated team, with a focus on working with perpetrators of violence to promote accountability, and the safety of adult and child victim survivors.

Key responsibilities

1. Provide trauma informed and evidence-based responses to victim survivors and perpetrators of family violence, and to children, young people and families in need of support.
2. Respond to all police referrals, self-referrals and referrals from other community service or support organisations and provide a point for secondary consultation.
3. Undertake comprehensive risk assessment for all referrals and utilise a detailed safety plan to inform a short-term case plan.
4. Deliver screening and triage, assessment, crisis responses, service planning and targeted interventions consistent with the Integrated Practice Framework of The Orange Door.
5. Ensure access and advocacy for service users to relevant services such as cultural support, family violence related services, housing, income security, legal assistance, financial management, parenting support, children's support services and health issues.
6. Work collaboratively within a multidisciplinary and integrated team to assess risk and safety plan accordingly.
7. Follow direction and utilise the support from the Practice Leaders and Team Leaders within The Orange Door.
8. Adhere to all relevant frameworks, standards, policies and procedures of The Orange Door network.
9. Contribute to the review, development and implementation of systems, policies and procedures to build and enhance The Orange Door network.
10. Critically reflect on own practice and engage in individual and group supervision.

11. Provide supervision and support to students as required.
 12. Foster a respectful and inclusive work environment by treating colleagues, clients and other stakeholders with courtesy and respect.
 13. Other duties commensurate with current skills and experience as agreed with the Program Leader, Manager, General Manager or the Chief Executive Officer.
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Key selection criteria

Qualifications

- Bachelor of Social Work
- Or willingness to work towards the minimum qualifications.
<https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners>

Mandatory

- Understanding of Family violence, including the gendered nature of violence and the drivers of violence.

Desirable

- Experience working with perpetrators of family violence.
- Experience working within integrated and/or multidisciplinary teams.

Demonstrated skills and experience

- Ability to maintain confidentiality at all times.
 - Demonstrated attention to detail with well-developed administrative and organisational skills to effectively manage high volumes of work and determine priorities, meet targets and deadlines.
 - High level verbal and written communication skills that enable effective and appropriate communication with a broad range of people at all levels.
 - Demonstrated knowledge and application of computer software, including Microsoft Office and the Internet.
 - Demonstrated ability to contribute to positive workplace culture and practices.
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Quality, Health & Safety

- Act in a way that maintains physical and psychological health and safety for self and others.
- Adhere to safe work practices relevant to the role.
- Promptly report issues that might put self or others at risk, including incidents and near misses, and respond appropriately to risks and reports from others when appropriate to do so.
- Is kind to self and others.
- Contribute to workplace safety and reduction of workplace injuries.
- Ensure team members, consumers/participants and visitors are safe, and accurately report any incidents, hazards and near misses in a timely and professional manner.
- Work at all times within a culture of continuous quality improvement.

Personal attributes

- Empowering
 - Professional
 - Inclusive
 - Compassionate
 - Courageous
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Licences and registrations

- Current National police check
- Current Employee Working with Children Check
- Victorian driver licence

Please note: These checks are a standard part of our employment process at Grampians Community Health. If the results of these checks are not aligned with the requirements of the role, we may reconsider the offer of employment.

Required training

- MARAM
 - Mandatory training as part of induction to The Orange Door
 - Internal online courses as required
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Position Description last updated and approved by CEO

February 2026