

POSITION TITLE:	Practitioner – The Orange Door
POSITION NUMBER:	OD009
POSITION LOCATION:	Warrnambool
CLASSIFICATION:	SCHADS Level 5 (PayPoint will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
TEAM /DIVISION:	Orange Door – Family & Individual Support Services Division
EMPLOYMENT CHECKS:	Current National Police Check, Working with Children Check and NDIS Worker Screening Check

OUR ORGANISATION

Brophy Family and Youth Services (Brophy) is a not for profit organisation, with a community based Board of Directors. Our service provides a wide range of family, youth and children services across South West Victoria. We are a multi – site organisation, and employees may be required to work at any of our sites. These sites are based in Warrnambool, Portland and Hamilton.

Brophy values the safety of all children and young people and has zero tolerance for any form of child abuse or harm. We listen to and ensure the participation and empowerment of all children and young people.

The cultural safety of First Nations people is important to us. We seek to maintain a safe environment so the diverse and unique identities of First Nations people are respected and valued.

At Brophy young people will be supported to express their culture and enjoy their cultural rights. Brophy has a zero tolerance of racism and has an expectation that staff and volunteers will act on incidents of racism.

Brophy actively values and promotes diversity in our community and affirms our commitment to be inclusive and respectful to all, regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

We welcome people who are LGBTIQ^A (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTIQ^A inclusive practice.

Our values are: Social justice, Professionalism, Empowerment, Responsiveness and Partnership.

DIVISION AND PROGRAM OVERVIEW

The Family & Individual Support Services Division incorporates the following programs: Integrated Family Services, Family Violence Programs, Housing and Support Linkages and the Orange Door. These four teams deliver 20 programs to a diverse range of people in our community.

The Division's purpose is to build the capacity of vulnerable families and individuals to enable them to self-manage and be the best they can be. Several key frameworks and models are used by the division's enthusiastic and skilled staff to achieve this purpose.

These include but are not limited to: Best Interest Framework, Gender and Trauma Informed practice, Duluth curriculum of Men's Behaviour Change Program, Safe and Together Principles, Motivational Interviewing and task focussed interventions.

THE ORANGE DOOR

The Orange Door provides a new way for people experiencing family violence and families who need assistance with the care and wellbeing of children to access the services they need to be safe and supported. The safety of victim survivors and children is the Orange Door's first priority. The Orange Door is also responsible for maintaining a focus on adults using family violence so the risk they pose can be assessed, and interventions planned to hold them to account for their behaviour.

The Orange Door provides an accessible, safe and welcoming space for people, providing quick and simple access to the support and safety they need.

The Orange Door delivers a fundamental change to the way we work with people. The role of The Orange Door is to provide:

- a more visible contact point so people can easily access 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 victim survivors, children and families, and adults using family violence,
- connection and coordination of access to support,
- a system-wide view of service capacity, client experience and outcomes.

ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

It is essential this role engages strong risk assessment and risk management skills with structured professional judgement and while maintaining confidentiality and privacy, at times in crisis situations.

The role requires having knowledge and experience working in a clinical setting, and the capability to embed integrated practice and quality clinical practice.

The role will work within an integrated multi-agency team of professionals to achieve program goals and client outcomes.

As such, this role must be able to work collaboratively with others, maintain professionalism and actively promote Brophy Family and Youth Services to the region and beyond.

REPORTS TO

The position reports to and is supervised by the Team Leader – The Orange Door.

PRIMARY PURPOSE OF ROLE

Primarily based in Warrnambool, the daily activities of Orange Door Practitioners will include:

- Responding to referrals with a focus on the best interests of children and young people at all times.
- Working with adults and children experiencing family violence, and adults using family violence.
- Assessing family violence risk and engaging in safety planning and risk management using evidence-based tools and frameworks with victim survivors and adults using family violence.

- Working with families to support the wellbeing, stability, development and safety of children and young people.
- Referring appropriately for interventions that consider children and young people as individuals and take into consideration their views and wishes.
- Working towards keeping adults using family violence accountable and in view at all times;
- Providing a point of contact for secondary consultation, advice and information.

The Orange Door brings together different workforces and practices to create integrated multi-agency teams, and a consolidated intake point for people who require family violence services or support with the care, development and well-being of children. This will involve conducting risk and needs assessments, safety planning, and risk management using established frameworks with a high level of professional judgement.

KEY RESPONSIBILITIES

Personal and Professional

- Embrace Brophy's commitment to child safety and wellbeing and demonstrate this through practice that reflects equity and inclusion, cultural safety and ensuring the safety and wellbeing of all children and young people.
- Participate in supervision, secondary consultation (within scope of practice) and on-going professional development as negotiated with Line Manager.
- Participate actively in Home Agency and Orange Door specific team meetings, team planning days and activities to ensure an integrated approach to service delivery.
- Participate in all core training to ensure integrity of the agreed model of service delivery.

Technical Skills

Record client information accurately on the Orange Door Client Relationship Management (CRM) system and handle client information in accordance with the Family Violence Information Sharing Schemes (FVISS and CISS), information security and privacy policies and requirements.

- Provide an entry point for people who require family violence services or child wellbeing support. This may take the form of responding to walk-in clients, phone calls or outreach as required.
- Undertake comprehensive risk assessments for adults and children experiencing family violence and adults using family violence using the MARAM framework and structured professional judgement. This may also include providing brief intervention.
- Undertake consultations with the Community Based Child Protection practitioner when required.
- Undertake consultations with Team Leaders and Practice Leaders as required under The Orange Door guidance.
- Respond to Police family violence referrals, other third-party referrals, and self-referrals according to the Orange Door workflow requirements.
- Provide appropriate referrals to programs within the Family Services Alliance, Family Violence services and other community supports.
- Where required, work with families in "active engagement" in accordance with The Orange Door's Statewide Operational Guidance.
- Maintain accurate client records and service data as required, maintaining client privacy and confidentiality in accordance with legislation, policy and good practice.
- Ensure a professional standard of care and service provision according to the philosophy of Brophy Family and Youth Services.
- Limited After-Hours work may be required.

Customer Service

- Develop and maintain effective working relationships with a broad range of stakeholders and services, across a variety of sectors to ensure an integrated and collaborative approach that supports positive client outcomes.
- Demonstrate an understanding of rural communities and the issues they face.

Continuous Quality Improvement

- Seek regular consumer feedback regarding the effectiveness of the programs services as part of BFYS' Clinical Governance Framework.
- Participate in program evaluation activities that promote advantaged thinking and contribute to improved outcomes for clients.

Team Work and Communication

- Support a positive team approach across the program area, Agency and with other service providers and partners of The Orange Door.
- Manage conflict and disputes in a professional manner and in accordance with Brophy and The Orange Door policy and procedures.
- Undertake other appropriate duties as directed by the Line Manager.

Administration and Documentation

- Take responsibility for accurate, confidential, and timely case-noting, record keeping, filing and general maintenance of client information, in accordance with relevant program and agency requirements and standards.
- Ensure all relevant policies and procedures are implemented and adhered to, including the complaints handling procedures and methods for responding to critical incidents.

GENERAL RESPONSIBILITIES

- Adhere to Brophy's Employee Code of Conduct, and internal policies and procedures.
- Embrace and abide by Brophy's Child Safety and Wellbeing Policy.
- Actively participate in all required supervision, annual performance management process, professional development and training activities.
- Participate in and contribute to Brophy Family and Youth Services quality improvement process and other activities to meet service and accreditation standards.
- Participate and contribute to the culture of a Learning Organisation environment.
- Maintain a healthy and safe work environment including supporting the monitoring and management of risk and WHS systems.
- Participate in the development of consumer's participation activities within your program and Brophy.
- Act on any incidents of racism or discrimination.
- Demonstrate and commit to Brophy's organisational values and model these daily.

This position description describes in general terms the requirements for this position to operate on a normal day to day basis. However, these duties maybe amended or varied from time to time within the normal capacity of the role without changing the level of responsibility.

KEY SELECTION CRITERIA

QUALIFICATIONS

In this role, employees must meet the minimum qualification requirements mandated by the Australian government for Specialist Family Violence Practitioners (as prompted by Recommendation 209 of the Victorian Royal Commission into Family Violence).

For more information visit: <https://safeandequal.org.au/working-in-family-violence/minimum-qualifications/>

To meet the mandatory minimum qualifications requirements for specialist family violence practitioners, you must:

- Hold a Bachelor of Social Work or other equivalent qualification (or are currently enrolled and working towards this. Qualifications must be approved by recognised professional bodies: i.e AASW, ACWA, APS etc.)
 - OR have minimum 5 years' relevant professional experience and be willing to undertake further study to gain equivalent qualification within five years if employed before 30th June 2026.
 - OR hold a related qualification as per the mandatory minimum qualification requirements and willing to undertake further study to gain equivalent qualification within five years if employed before 30th June 2026.
 - OR hold significant cultural knowledge and experience or lived experience and have faced barriers to educational pathways and have a willingness to meet minimum or equivalent qualification within 10 years.
 - OR be considered exempt under the policy (practitioners who were part of the specialist family violence practitioner workforce prior to 2021).
- Current Drivers Licence

EXPERIENCE, SKILLS AND ABILITIES

The successful candidate will have the best combination of the following characteristics:

- Broad knowledge and understanding of the gendered nature of family violence, its drivers, and impacts on children and adults.
- Knowledge and understanding of factors impacting children's wellbeing and safety.
- Highly developed skills to undertake risk assessment and management plans, specific to or with transferability to the areas of family violence and child wellbeing.
- Demonstrated ability to appropriately engage and work with adults using family violence.
- Demonstrated understanding of the purpose of an Intake service such as The Orange Door, and an informed approach to assessment, triage, and referrals.
- Demonstrated knowledge and commitment to child safety standards and issues facing vulnerable families, and relevant theoretical practice frameworks relating to child development, trauma, and attachment.
- Sound knowledge of the range of community, welfare, education, and health services available, or demonstrated capacity to acquire this knowledge.
- Demonstrated experience in practicing within complex service delivery contexts, particularly multi-disciplinary and multi-agency approaches to the provision of services to vulnerable children, families and diverse communities.
- Demonstrated knowledge and understanding of appropriate legislation, its applications, and the ability to adhere to policy and procedures.

AUTHORISED BY

NAME: Donna Wynters

POSITION: Executive Manager – Family & Individual Support Services.

DATE: July 2025

