

POSITION TITLE:	Advanced Practitioner – The Orange Door
POSITION NUMBER:	OD010
POSITION LOCATION:	Warrnambool
CLASSIFICATION:	SCHADS Level 6 (Level and Pay point 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+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTIQ+ 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 will be essential that the Advanced Practitioner – Orange Door employ strong risk assessment and risk management skills, along with the ability to make professionally sound decisions, at times in crisis situations. It is essential that all work is to remain confidential and professional boundaries are adhered to.

The role requires having knowledge and experience working in a clinical setting, as well as 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 and ensure to maintain accurate client records, actively participate in and contribute to program service planning, while representing the child's voice in all discussions.

As this position regularly engages with other agencies within the Orange Door, 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 – Orange Door.

PRIMARY PURPOSE OF ROLE

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

- Working with the Team Leader to achieve program goals, client outcomes as well as supporting, and where required, providing mentoring to less experienced staff, facilitating daily/weekly team meetings, and ensuring a positive team culture and approach across the program area.
- Responding to referrals with a focus on the best interests of children and young people at all times.
- Providing mentoring, support and training to new and less experienced staff where required.
- Work towards keeping adults using family violence accountable and in view at all times, respond to referrals of adults using family violence and victim survivors and engage clients in additional services in line with The Orange Door models.
- Working with families requiring support, 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.
- Referring appropriately for interventions that consider children and young people as individuals and take into consideration their views and wishes.
- 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.
- Provide mentoring, support and consultation to Orange Door practitioners that adhere to The Orange Door framework and processes.
- Develop and engender processes that promote professionalism and enthusiasm in Orange Door practitioners.
- Participate in the Performance Management process as required.
- Demonstrate a commitment to ongoing skill development and training relevant to a senior role both personally and professionally.
- Ensure compliance with the relevant program Service Standards and both the Orange Door and Brophy's clinical governance and quality frameworks.
- Provide support during crisis and stressful incidents and monitor staff wellbeing.
- Participate in supervision, secondary consultation within scope of practice and on-going professional development as negotiated with Line Manager.
- As required, deliver supervision and secondary consultation within scope of practice and on-going professional development as negotiated with Line Manager.
- In consultation with Line Manager deliver and actively participate in Orange Door team meetings, team planning days and activities to build a positive team culture to enhance an integrated multi-agency 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.
- Advanced Orange Door Practitioners will also carry a caseload.
- When required, support workers to align with the Integrated Practice Framework and work collaboratively with the team to support integrated risk assessment and planning, including participating in case conferences and meetings.
- 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.
- 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.
- Carry a level of responsibility in decision-making to ensure the team effectively identify, assess and prioritise risk and needs of the clients and adults using family violence, drawing on the expertise of different practitioners in a multi-disciplinary and multi-agency team, including consultations with Team Leaders and Practice Leaders where 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.
- Provide mentoring and support to less experienced staff and participate in training and development, formal supervision and performance development as per Orange Door Policies.
- Work within a child-centred/family-focused approach to practice advice and support for all Orange Door practitioners, as part of an Integrated Practice Framework.
- Actively engage with the Orange Door Leadership team to explore new and existing service delivery options to provide improved quality of service delivery in collaboration and consultation with stakeholders.
- Provide support to the team to ensure the effective resolution of stakeholder issues.
- Apply for brokerage on behalf of clients in accordance with The Orange Door Brokerage Guidelines.
- Act as Line Manager as required.
- Undertake consultations with the Community-Based Child Protection Practitioner when required.
- Required to participate in consultations with Team Leaders and Practice Leaders as per The Orange Door 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

- Represent The Orange Door at appropriate forums and activities as and when required.
- 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 awareness and practice in response to the diverse needs of clients.
- 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, promote advantaged thinking and contribute to improved outcomes for clients.
- Ensure programs and activities are established, delivered and maintained in accordance with relevant standards, legislation and funding requirements.
- Ensure employees are safe, supported and capable of providing highest quality care.

Team Work and Communication

- Model appropriate leadership behaviours to all workers across the Orange Door.
- Lead and promote the development of a learning culture within the program team that fosters and drives improved client outcomes.
- Work in collaboration with the Team Leaders to facilitate daily/ weekly team meetings and team planning days as required.
- Develop, support and maintain 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

- Be efficient in the use and applications of the designated CRM and L17 portal.
- Ensure best practice and professional standards for written correspondence produced by practitioners.
- Through mentoring and coaching ensure Orange Door practitioners 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 willing to undertake further study to gain equivalent qualification within five years if employed by 30 June 2026.
 - OR a related qualification as per the mandatory minimum qualification requirements and willing to undertake further study to gain equivalent qualification within five years of commencement in role if employed before 30 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 are considered exempt under the policy (practitioners who were part of the specialist family violence practitioner workforce prior to 2021).
- Additional qualifications or experience in Family Violence, Child Wellbeing or other related fields is preferred.
- Professional clinical experience is preferred.
- Current Drivers Licence.

EXPERIENCE, SKILLS AND ABILITIES

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

- Demonstrated experience in leading practice within complex service delivery contexts, particularly multi-disciplinary and multi-agency approaches to the provision of services to vulnerable children, families and diverse communities.
- A strong knowledge and understanding of the drivers/causes of family violence and child and family vulnerability, as well as the child and family services and/or broader social services sector and their fundamental practices and theories.
- Demonstrated understanding of the clinical assessment, including risk assessments and safety planning, intervention and treatment offered to people who have or are experiencing family violence, and to adults using family violence.
- Demonstrated ability to appropriately engage and work with adults using family violence.
- Demonstrate and understanding of the purpose of an Intake service such as The Orange Door, an informed approach to assessment, triage, and referral.
- 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.
- Ability to maintain positive, effective working relationships with colleagues, peers, and relevant stakeholders in a wide range of government, business and community organisations.
- 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 is required.
- Ability to use Microsoft office suite of products, along with experience in electronic databases and case file noting.
- Demonstrated knowledge and understanding of the appropriate legislation, case management practice, and the ability to adhere to policy and procedures.

AUTHORISED BY

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POSITION: Executive Manager – Family & Individual Support Services

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