

Practice Leader (Victim Survivor) Position Description

Position Title:	Practice Leader (Victim Survivor)
Employment type:	Full time
Department:	Integrated Family Violence Service (IFVS)
Location:	265 Barkly Street, Footscray, VIC 3011 Werribee (15-17 Watton Street, Werribee, VIC, 3030)
Salary:	SCHADS Level 8
Reporting To:	GenWest Home Agency Manager
Exemption:	VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010) This means we can employ only women and gender diverse people, or people from a particular cultural background when required.
Child safe standard:	GenWest is a child safe organisation, in order to be a successful candidate evidence of a relevant police check and Working with Childrens Check is required (WWCC)

About the Role

The Practice Leader (Victim Survivor) is a practice leadership position in The Orange Door – Western Melbourne Area. The Practice Leader will work in close partnership with the Hub Manager, other practice leaders and team leaders to lead family violence practice in The Orange Door and support secondary consultations with internal and external service providers.

The Practice Leader is responsible for providing practice leadership on risk assessment, risk management and planning for family violence and providing expert advice to The Orange Door workforce in relation to complex family violence cases. The Practice Leader will proactively build specialist evidence-based family violence knowledge and capability across The Orange Door workforce in line with The Orange Door Service Model and Integrated Practice Framework.

In carrying out these responsibilities, the Practice Leader (Victim Survivor) will draw on GenWest's established clinical practice approach, which is grounded in intersectional feminist, trauma-informed, and evidence-based principles. This approach emphasises culturally responsive practice, collaborative decision-making, and the centring of victim survivors' autonomy, safety, and lived experience. Through reflective practice, structured supervision, and a commitment to continuous learning, the Practice Leader will model and embed high-quality, holistic, and accountable practice across The Orange Door. This ensures that responses to family violence remain consistent, integrated, and attuned to the complex social, systemic, and individual factors shaping each victim survivor's experience.

Role duties/Responsibilities/Tasks

Leading and supporting family violence practice by:

- Providing specialist secondary case consultation and technical input on complex family violence cases
- Providing specialist family violence expertise to the process of intake and assessment of responses to children's safety and wellbeing
- Providing daily specialist family violence support (as requested and required) for team leaders
- Where appropriate, jointly managing a small caseload of complex and/or sensitive family violence cases
- Working with The Orange Door practice leaders, team leaders, and Hub practitioners, to identify and resolve practice issues as they arise, especially where there are issues about family violence cases
- Supporting practitioners to understand the tactics of coercion, power and control used by perpetrators of family violence and to apply strategies to hold perpetrators to account
- Operating with autonomy and accountability in supporting specialist family violence practice.
- Prioritising and approving Central Information Point (CIP) requests.
- Prioritising and approving referrals to the Risk Assessment and Management Panel (RAMPs).
- Working collaboratively with the RAMP coordinators to support multi-agency responses to people referred for RAMP in The Orange Door network.

Leading, mentoring and developing hub practitioners and team leaders in family violence practice by:

- Building capability to deliver specialist family violence responses to victim survivors, children and families and perpetrators, informed by client experience and in line with the Integrated Practice Framework and relevant legislative frameworks (including the Children, Youth and Families Act 2005 and Child Wellbeing and Safety Act 2005)
- Supporting practitioners to engage effectively with those accessing services, identify and assess family violence risk, manage risk and prioritise safety and provide effective services
- Ensuring The Orange Door practitioners are up to date with any developments in the evidence or practice of family violence risk assessment, risk management and planning and perpetrator interventions
- Providing practitioners with relevant information, resources and tools, to support safe and effective family violence responses as part of an integrated practice approach
- Modelling and supporting culturally safe, inclusive and responsive family violence practice
- Modelling integrated practice approaches and behaviours integral to ethical clinical practice, including accountability and responsibility for decision making

- Supporting professional development of practitioners in partnership with other practice leaders, Family Safety Victoria, CSOs, DHHS, Aboriginal services and other local workforce and training planning initiatives
- Contributing to reflective practice for The Orange Door team in particular in relation to family violence knowledge and expertise.
- Undertaking analysis of clinical and professional development needs across the workforce, monitoring quality of practice and responding to learning needs
- Liaising with and providing specialist or secondary consultation to organisations and services within The Orange Door network in order to discuss direct service issues and ensure ongoing safety of victim survivors.

Supporting system and service improvement by:

- Implementing statewide operational guidance
- Leading implementation of the Family Violence Multi-Agency Risk Assessment and Management (MARAM) Framework and Best Interest Case Practice Model
- Leading practice within a complex service delivery context, particularly inter-disciplinary approaches to the provision of services to children, young people, families and diverse communities
- Working collaboratively in an integrated team, driving cultural change, inspiring positive practice cultures, supporting a large and varied integrated team of professionals and building and maintaining strong key stakeholder relationships
- Driving implementation of service and quality improvement activities via The Orange Door leadership governance structures.
- Implementing systems and procedures to guide and improve specialist family violence practice, including risk assessment, risk management and planning
- Working in partnership with the Centre Manager, team leaders, and other CSO Managers where appropriate, to foster high quality service
- Fostering and facilitating family violence practice innovation
- Providing sound judgement and authoritative advice on risks, priorities, practice issues and opportunities for service improvements to The Orange Door team, and where relevant the Hub Manager and/or relevant Orange Door governance groups
- Participating in the monitoring and delivery of projects to respond to local specialist family violence practice needs, ensuring they are delivered in accordance with relevant legislation and government regulations and guidelines.
- Building and maintaining positive relationships with key internal and external stakeholders to facilitate partnership and an integrated practise approach.

Key Frameworks, Legislation and Practice Requirements

- Understanding of and compliance with The Orange Door foundational documents, including:
 - The Orange Door Service Model

- The Orange Door Service Specifications
- Understanding of and compliance with service interface requirements between The Orange Door and key partner services, such as:
 - Magistrates' Court of Victoria
 - Community Operations and Victim's Support
 - Child Protection and Integrated Services
 - Men's Referral Services
 - Victoria Police
 - (<https://www.vic.gov.au/orange-door-practitioner-resources>)
- Understanding of and compliance with the Family Violence Multi-Agency Risk Assessment and Management (MARAM) Framework
- Understanding of and compliance with the Best Interests Case Practice Model
- Understanding of and compliance with information-sharing legislation and policy, including the Family Violence Information Sharing Scheme (FVIS), Child Information Sharing Scheme (CISS), and alignment with the MARAM Framework
- Keep accurate and complete records of work activities in accordance with legislative requirements and the Victorian Government's records, information security and privacy policies and requirements.
- Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and occupational health and safety (OHS) policies and procedures.
- Adhering to the Code of Conduct at GenWest and displaying at all times workplace respect
- Upholding all GenWest organisational policies, procedures, and guidelines, ensuring alignment with best practice and legal obligations.

Skills, Qualifications & Experience

Knowledge and skills

1. Works collaboratively to drive cultural change: has a clear concept of the culture required to achieve integrated practice, and deliver effective, culturally safe and responsive services; designs and delivers innovative practices that enhance integrated practice and promotes quality practice standards; understands how to build and establish effective practice cultures, identifies change required, describes reasons for it and engages people who can deliver the change.
2. Expert knowledge and experience working in specialist family violence social services leadership roles: has established expertise and capability to lead and embed specialist family violence practice across a multidisciplinary team; has demonstrated experience in applying risk assessment and risk management frameworks in a family violence context; has in-depth knowledge of the gendered nature of family violence, the drivers and causes of family violence and feminist, intersectionality and human rights frameworks pertaining to adults

and children; knowledge and understanding of child development, attachment and trauma theories; has deep understanding of the role of the law and legal system in the context of responding to family violence and vulnerable children and families; has knowledge of practice working with women, children, families, victims and perpetrators of family violence; has experience working with Victoria's diverse communities.

3. Stakeholder partnerships: identifies issues in common for one or more stakeholders and uses to build mutually beneficial partnerships; identifies and responds to stakeholder's underlying needs; uses understanding of the stakeholder's organisational context to ensure outcomes are achieved; find innovative solutions to resolve stakeholder issues.
4. Systems thinking: diagnoses trends, obstacles and opportunities in the internal and external environment; understands the linkages between natural systems and communities to inform policy; conceptualises and defines the systems working within the organisation.
5. Self-management: invites feedback on own behaviour and impact; uses new knowledge or information about self to build a broader understanding of own behaviour and the impact it has on others; understands strong emotional reactions and seeks ways to more effectively manage them.

Personal qualities

1. Relationship building: establishes and maintains relationships with people at all levels; promotes harmony and consensus through diplomatic handling of disagreements; forges useful partnerships with people across business areas, functions and organisations; builds trust through consistent actions, values and communication; minimises surprises.
2. Initiative and accountability: proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions.
3. Drive and commitment: enthusiastic and committed; demonstrates capacity for sustained effort and hard work; sets high standards of performance for self and others; enjoys a vigorous and dynamic work environment.
4. Teamwork: cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.

Qualifications

- Professional clinical experience and relevant qualification(s) in social work, welfare, psychology or a related discipline is essential.

Specialist Expertise

- 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 is required.

- Demonstrated experience in leading family violence 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 is required.

Safety Screening

All applicants are subject to a National Police History Check. A current Employee Working with Children Check (WWCC) card is required. Currency will need to be maintained by the employee for the period of employment in The Orange Door.