

Position Description			
Name		Date	
<b>Position Title</b>	Perpetrator Services Practitioner (The Orange Door)		
<b>Department</b>	Counselling and Support		
<b>EBA / Award</b>	Social, Community, Home Care and Disability Services Industry (SCHADS)		
<b>Classification</b>	Award Level 4 or 5, depending on experience Full-time, negotiable to 9 days per fortnight Ongoing role subject to funding Salary packaging as per agency policy Initial 6-month probationary review and then annual performance appraisal.		
<b>Primary Site</b>	Based at The Orange Door Hub in Wangaratta with occasional travel to Gateway Health sites (Wangaratta, Wodonga, Myrtleford) or other areas in the program catchment as required		
<b>Reporting to</b>	Team Leader Perpetrator Services (The Orange Door)		
<b>Direct Reports</b>	Nil		
<b>Budgetary Responsibilities</b>	Nil		
<b>Liaises with Internally</b>	Gateway Health (GH) staff, including Quality, Risk/Compliance and People Working Well roles <ul style="list-style-type: none"> <li>• Orange Door Practice Leaders, Team Leaders, and Hub practitioners</li> <li>• Specialist family violence practitioners at Gateway Health</li> <li>• Practitioners from other agencies participating in The Orange Door access network/catchment area of Ovens Murray</li> </ul>		
<b>Liaises with Externally</b>	Sector-relevant service delivery agencies, networks, peak bodies, and partner organisations including but not limited to: The Orange Door and other family violence services; community health services; public health services; government agencies; and education and training institutions. This position is also expected to liaise with such inter-agency networks as VIC Risk Assessment and Management Panel (RAMP), NSW Safety Action Meeting (SAM), and Upper Hume Primary Care Partnership (UHPCP), amongst others.		
<b>Program Information</b>	The Orange Door works to keep perpetrators accountable by supporting them to take personal responsibility and to choose to end their violent behaviours and attitudes. It also has an important role in understanding and monitoring perpetrator risk to inform safety planning for victims and families. The core components of The Orange Door service model are: screening, intake, triage, assessment, and planning. The Orange Door recognises that while not all perpetrators of family violence are men, the majority of family violence is gendered and perpetrated by men against women.		
<b>Purpose of the role</b>	With the aim of ensuring the safety of victim survivors and accountability of perpetrators or men who use violence, a Perpetrator Services Practitioner is responsible for undertaking screening, intake, triage, assessment, and planning as part of The Orange Door team. The position requires active and continued participation in collaborative professional practice at the Orange Door and other partner agencies. This is intended to ensure effective and meaningful development of a seamless service system that meets the needs of the families and individuals supported by the Orange Door in the Ovens Murray region. Whilst this new		

	<p>position will be based at The Orange Door, it will remain connected and integrated with Gateway Health in general, and specifically the Counselling and Support program.</p>
<p><b>About Gateway Health</b></p>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p><b>Vision:</b> People Living Well</p> <p><b>Our Purpose:</b> To provide care and services that connect the community and strengthened individual and population health and wellbeing</p> <p><b>Our Values:</b> Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p><b>Our Principles:</b></p> <p>We <b>advocate for</b> fair and equitable access to health care and wellbeing services for all.</p> <p>We <b>respect</b> the strength of individuals and the community, and their capacity to recover from adversity.</p> <p>We <b>recognize</b> the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</p> <p>We <b>actively listen</b> and work alongside the community and each other to design and deliver better solutions.</p> <p>We <b>believe</b> a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</p> <p><b>We contribute to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</b></p> <p>Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p><b>Review of Position Descriptions:</b></p> <p>This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>

<b>Code of Conduct</b>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> <li>• Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures</li> <li>• Maintain a high professional standard and work with integrity</li> <li>• Develop collaborative working relationships</li> <li>• Communicate with respect and tolerance</li> <li>• Maintain a client focus</li> <li>• Adopt a Continuous Improvement approach</li> <li>• Work within legislative and compliance framework.</li> </ul>
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## Key Responsibilities and Accountabilities

### Role Specific

- Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies.
- Deliver effective and ethical clinical practice, including the efficient management of a caseload.
- Receive and process all referrals to The Orange Door through:
  - Screening and triage, assessment, crisis responses, service planning, targeted interventions, allocation and coordinated referrals
  - Providing information and advice about service options and pathways
  - Advocating for clients and service access
  - Navigating the service system for clients
  - Identifying when an information request may be required and refer to the Advanced Family Violence Practice Leader/s
  - Providing a clear description of the services provided by The Orange Door, and provide timely and up to date information, in response to phone, email and face to face enquiries
  - Recommending brokerage when appropriate
- Liaise with The Orange Door Practice Leaders to support risk assessment and planning including with the: Aboriginal Services Practice Leader, Advanced Family Violence Practice Leader, Advanced Practice Leader Men's Family Violence, Integrated Practice Leader and Senior Child Protection Practitioner.
- Align family violence risk assessment and management practice with the MARAM Framework.
- Liaise with professionals at Gateway Health and other agencies beyond The Orange Door, including for purposes of ongoing risk management as required by the MARAM Framework and relevant legislation
- Provide mentoring and support to The Orange Door team members, as appropriate
- Share integrated approaches, learnings, and contributing to professional development at The Orange Door, at Gateway Health, and with partners.
- Respond effectively to clients from Aboriginal communities, diverse communities and at-risk age groups to ensure an inclusive and responsive approach.
- Complete high-quality clinical notes onto designated service databases within agreed time frames and in accordance with GH and relevant professional body policies and procedures.
- Complete all program specific administrative tasks within the required time frames.
- Accomplish the relevant Funding and Service Agreement Targets to ensure Clients are exited from the program appropriately and in a timely manner.
- Participate in and facilitate regular performance reviews and appraisals
- Competently use all relevant organisational (both Orange Door and Gateway Health) databases – including but not limited to VHIMS, RelianSys, and clinical software.
- Demonstrate evidence-based and reflective practice in line with professional and funding requirements.
- Actively participate in professional development and specific clinical supervision.
- Complete mandatory training.
- Undertake other tasks and projects with due care, skill, and discretion as directed by the Hub Manager of The Orange Door and/or the Program Manager Counselling and Support.

<b>Financial Management</b>
<ul style="list-style-type: none"> <li>• Comply with minimal funding requirements</li> </ul>
<b>People</b>
<ul style="list-style-type: none"> <li>• Develop and maintain professional relationships with internal and external stakeholders.</li> <li>• Contribute to productive and positive team meetings.</li> <li>• Willingness to engage in a flexible work model that may require significant out of hours work and travel.</li> <li>• Positively contribute to the culture and spirit of the Orange Door / Counselling and Support team, work environment and to Gateway Health.</li> <li>• Your behaviour is congruent with organisational values, behaviours and goals.</li> <li>• Contribute to the development of procedures and systems within this program.</li> <li>• Positively embrace and adopt change as it occurs.</li> </ul>
<b>Technical Skills / Knowledge / Experience</b>
<ul style="list-style-type: none"> <li>• Complete annual renewal of registration to practice (as required).</li> </ul>
<b>Generic Organisational Responsibilities</b>
<ul style="list-style-type: none"> <li>• As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set</li> <li>• Maintain privacy and confidentiality at all times</li> <li>• Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.</li> <li>• Working within the Risk Management Framework, identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.</li> <li>• Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.</li> <li>• Contribute to organisational quality activities to ensure continual review and improvement.</li> <li>• Contribute to a safe and welcoming workplace at all times.</li> <li>• Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings</li> <li>• Protect the rights, safety and wellbeing of children and provide a child safe environment.</li> <li>• To continually develop both personally and professional to meet the changing needs of your position, career and organisation.</li> </ul>
<b>Inherent Requirements</b>
<p>Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.</p> <p>The position may require the following tasks among other things:</p> <ul style="list-style-type: none"> <li>• Manual handling (pushing, pulling, lifting, holding, carrying)</li> <li>• Sitting, standing, bending, reaching</li> <li>• Computer work, data entry</li> <li>• Operating equipment</li> <li>• Use of personal protective equipment</li> <li>• General waste handling</li> <li>• Driving motor vehicles</li> </ul>

- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations will be required

### Key Selection Criteria

*Applicants MUST address the Selection Criteria below when completing an employment application*

#### Essential

1. Tertiary qualifications in Counselling, Social Work, Health Sciences, Psychology, Behavioural and Social Sciences or relevant equivalent studies and extensive experience in counselling, welfare or health fields
2. Demonstrated understanding of relevant frameworks and theories useful for working with men who have committed family violence, including awareness of perpetrators' tactics
3. Demonstrated capacity to effectively function in a multidisciplinary team, ideally including cross-sector initiatives and partnerships with a wide range of professional organisations and stakeholders
4. Highly developed skills in report writing, record keeping, and other computer skills, including use of teleconferencing applications such as Zoom, Skype, Microsoft Teams, Healthdirect, and CoviU
5. Excellent skills in engaging and working with teams to develop cohesive, strengths-based and supportive working environments

#### Desirable

6. Knowledge and understanding of Men's Behaviour Change programs and/or similar behavioural change programs
7. Prior experience in family violence or related programs/services would be an advantage
8. Experience in applying different clinical procedures, tools, workflows, standards, and models of care relevant to case management practice or other healthcare settings
9. Verbal and written proficiency in language/s other than English

I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.



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**Accepted by**  
(print name): \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

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