Position Description

This position description is available in large print and other accessible formats upon request.

Position Title	Child and Family Practitioner
Directorate / Service / Program	The Orange Door Barwon, Access and Family Safety
Reports to	Team Leader, Child and Family
Location	Geelong
Classification	Social, Community, Home Care and Disability Services Industry Award Level 5
Date Revised	June 2025

About Us

We are Meli, inspired by the word Meliorism. The belief that the world can be made better through human effort.

Meli is a Victorian not-for-profit organisation, offering a unique combination of services to support members of our community throughout their lifetime, from early childhood through to adolescence and adulthood.

Everyone faces challenges occasionally, and Meli is here to lend compassionate help, and to take a preventative and early response approach – no matter how big or small a problem.

Our Purpose: Supporting people, strengthening communities.

Our Vision: A fair, safe and inclusive community where everyone can thrive.

Our Values: Build Connection, Show Courage, Inspire Action, Celebrate Difference, Be Dynamic.

To learn more about Meli please visit our website www.meli.org.au

Position Overview

The Child and Family Practitioner will work within the multi-disciplinary Orange Door team and deliver high quality, safe and effective service responses to Victorians seeking support and services through The Orange Door. As a practitioner, you will work as an integrated member of the Orange Door team to deliver an integrated practice model, while maintaining a strong focus on the safety and wellbeing of children and young people.

You will provide support for women, children, young people and families experiencing family violence; persons using family violence; and families in need of support with the care, development and well-being of children. You will work alongside, and under the guidance and direction of Team Leaders and Practice Leaders.

While this position is primarily located at the Geelong office, you may be required to work across different access points, including Bellarine.

Please see Appendix 1 for more information about the Orange Door.

Key Accountabilities

Duties of this position may include, but are not limited to the following:

- Demonstrate initiative and exercise judgement to support the delivering of 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 for decision making to identify, assess and prioritise risk and needs of women and children, families and perpetrators, drawing on the expertise of different practitioners in a multi-disciplinary team, including consultations with Team Leaders and Practice Leaders where required.
- Exercise a high level of interpersonal skills and autonomy when undertaking a caseload aligned with the Integrated Practice Framework and work collaboratively with the team to support integrated risk assessment and planning.
- Adopt a whole of family view and use contemporary and evidence-based approaches to identify family violence risk and child and family vulnerability, drawing on experience of working with perpetrators of family violence.
- Apply risk relevant assessment tools and frameworks, including the Best Interests Case Practice Model Framework (BICPM) and MARAM (Multi Agency Risk Assessment and Management) to promote the safety, stability, wellbeing and development of children and young people.
- Provide a range of targeted brief service interventions to vulnerable children and families in response to identified need i.e., single session work, home visits, assertive outreach and case conferencing under the guidance of Team Leaders.
- Provide case consultation to professionals/stakeholders to help identify pathways and key transition points that focus on early intervention and prevention.
- Active participation in supervision, team meetings, training and development activities designed to build capabilities to work effectively in the Orange Door environment.
- Record client information accurately on the Client Relationship Management (CRM) system and handle client information in accordance with the Information Sharing Schemes (FVISS (Family Violence Information Sharing Scheme) & CISS (Child Information Sharing Scheme)), information security and privacy policies and requirements.
- Apply for brokerage on behalf of clients in accordance with Brokerage Guidelines.
- Complete documentation and assessments for the purposes of allocation to core services, and other referral pathways.

Organisational Accountabilities:

- Other reasonable duties as directed
- Apply Meli's quality and risk management frameworks
- Understand and comply with the standards of a child safe organisation in both practice and culture

- Active involvement in professional development to build knowledge and skills
- Make decisions following the values, and the relevant standards, practices, policies, procedures, regulations, industrial instruments and legislation

Qualifications, Skills, and Experience

- Holds a degree in Social Work (or equivalent); or be working towards in line with recommendation 209 of the Royal Commission into Family Violence. Click here for more information: https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners
- Experience working with men, children and families with complex needs in any of the following service areas: Family Services, Child Protection, Family Violence, Disability, Housing, Mental Health and/or Alcohol and Other Drugs.
- A sound knowledge of sector reforms, theoretical frameworks and relevant legislation.
- Ability to work under pressure and meet deadlines with a high level of organisational and time management skills with a demonstrated ability to work autonomously and as part of a team.

Other requirements of the role

All employees must undergo and maintain a range of satisfactory checks as a condition of employment. These include:

- Working with Children Check
- National Coordinated Criminal History Check (NCCHC)
- International Police Check (if required)
- Have the right to work in Australia

Key Stakeholders

- Meli employees
- Family Safety Victoria
- Sexual Assault Family Violence Centre
- Wathaurong Aboriginal Cooperative
- Colac Area Health
- Bellarine Community Health
- Victoria Police
- Child Protection
- Corrections
- Courts Services of Victoria
- Barwon Health
- Department of Education
- Barwon Child and Families Services Alliance Partners

Physical requirements & Environmental Conditions of the role

Meli is committed to creating inclusive spaces that are accessible for everyone by reducing and/or removing barriers through reasonable adjustments.

The following table shows the physical and psychological work environment characteristics that have been identified as part of this role. Where possible, Meli will make reasonable adjustments to support individuals to succeed in their roles.

Required Activities / Working Environment	Frequency
Computer based tasks, sedentary position, office based	Often
Repetitive manual tasks	N/A
Working in buildings which may have stairs *(Reasonable adjustments can be made)*	Often
Driving, in & out of vehicles (*If driving is required, must hold current Victorian Driver Licence)*	Sometimes
Bending, lifting, pushing, pulling	N/A
Working alone or at a co-located site	Sometimes
Confrontational/confronting situations (Due to the nature of our work, there may be times when staff are exposed to content, behaviour, language and/or situations that can be confronting)	Often
Working outside in differing weather conditions	N/A
Working on-call and/or after hours	Rarely
Attending external locations including client homes	Sometimes

Inclusion Statement

Meli is committed to being a place where everyone has a sense of belonging.

We embrace the unique perspectives and experience of our people and our community, and their voice is at the heart of our values and decision making.

We aim to be courageous as we learn, grow, and evolve as an accessible, inclusive and safe organisation for people of all identities.

We are working to create a team of people who reflect the diverse community we support. Aboriginal and Torres Strait Islander, LGBTQIA+, culturally diverse people, those living with a disability, and those looking to return to the workforce following a break in their career, are encouraged to apply for our roles.

Child Safety Statement

Meli is committed to child safety in every aspect of the organisation. We take deliberate steps to protect children from physical, sexual, emotional, and psychological abuse and neglect. Our organisation fosters openness to create a culture in which everyone – staff, parents, carers, and children – feel confident, enabled, and supported to safely disclose child safety or wellbeing concerns.

We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are committed to the cultural safety of all children and young people. This includes providing a safe environment for children and young people with a disability, who are Aboriginal and Torres Strait Islander, from culturally and/or linguistically diverse backgrounds or who identify as LGBTI+.

Meli's policies and practices promote the safety and wellbeing of children and establish an effective, consistent approach to prevent, respond to and encourage the reporting of allegations of child abuse and harm.

All children, their families and carers should feel welcome at Meli, including feeling able to express their identity and raise concerns about their own or others' safety.

Employee Declaration

I have read and understood this Position Description and in signing this document agree that I can fulfill all the requirements of the position described in this document. Additionally, I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

Name:	**Signature:**	**Date:**

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.

Appendix 1- The Orange Door

Policy Context

The Royal Commission into Family Violence (RCFV) highlighted the need for increased visibility and accountability of perpetrators of family violence, no matter which point of the service system they chose to enter. A central recommendation of the RCFV included the establishment of Support and Safety Hubs (now known as The Orange Door) across Victoria. Family Safety Victoria oversee The Orange Door (TOD) network and provide local leadership, facilitation, oversight and infrastructure management in collaboration with community service organisations and statutory services.

TOD is an integrated intake pathway to family violence services and family services, keeping the whole family in view, with support tailored to each family member's needs. By providing a more collaborative and joined-up approach, TOD helps to tilt the focus of the whole service system towards tackling the source of the violence, people who use violence. There is a strong focus on perpetrator accountability, holding them accountable for their actions and changing their behaviour.

A Partnership Approach

A fundamental vision for TOD is to provide a simpler, more integrated service system that will be more responsive and better coordinated in the delivery of interventions for women, individuals and families experiencing family violence, perpetrators of family violence and families who require support for their children's care, wellbeing, and development. To achieve this vision, TOD brings together services as a partnership to support women, children and families and keep perpetrators in view.

The unique model of TOD allows practitioners with different specialisations to learn from and with each other, drawing on each other's knowledge and experience, and providing a more integrated assessment of risk and needs. Clients are equal partners in their support, participating in their own planning and inviting family and others in their life to be part of the decision-making.

The Orange Door, Barwon

TOD, Barwon has a primary site in the Geelong CBD and there is an access point in Colac at Colac Area Health. Additionally, outposts have be established in other locations around the greater Geelong area. In-reach services to provide more timely access to relevant supports like Victoria Legal Aid and Barwon Community Legal Services have also been established. A multi-disciplinary intake and assessment team is established from employees of the partner organisations:

- Sexual Assault and Family Violence Centre (SAFV)
- Meli
- Wathaurong Aboriginal Co-operative
- Colac Area Health
- Community-based Child Protection