Position Description

Integrated Practice Worker – Adults Using Violence Programs

Position title	Integrated Practice Worker
Classification	Social, Community, Home Care and Disability Services Award 2010 – Level 5. Pay point dependent upon experience.
Salary range	Hourly rate of $54.77 to $57.25. Salary and conditions of employment are as per Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) and the Employee Bargaining Agreement (EBA). Copies of both the SCHADS Award and EBA are available at our office.
Conditions	Employee Bargaining Agreement. A mobile phone and laptop will be provided. Flexible Work Arrangements available. Various contract lengths available.
Work location	Office based in Bendigo.
Team	System Integration Team
Hours of work	Full-time/ Part time, 30.4 - 38 hours per week, 0.8 - 1.0 FTE. Some out of hour's work may be required.
Direct reports	None.
Accountability	Team Leader.

Position Purpose

Our Integrated Practice Worker will provide high quality, safe and effective responses to Victorian adult and child victim/survivors seeking support and safety, whilst keeping the perpetrator in view, as part of two multi-disciplinary teams of practitioners delivering CNV's Programs and Services program and CNV's program at The Orange Door.

Each Integrated Practice Worker will work on a placement basis within the CNV Pall Mall Office and The Orange Door network.

Each Integrated Practice Worker will be required to stay up to date on MARAM Practice Framework, FVISS, CISS, Best Interest Practice Framework for vulnerable children and youth and the Safe and Together approach. These current and emerging evidenced based models of practice will provide and inform high quality and responsive programs incorporating high level assessment, planning and case management within the context of multidisciplinary and multi-agency service approach to service delivery, and will be expected to undertake training and development to support the performance of your duties at either site.

As the Orange Door is a new and emerging service with evolving systems and processes, Integrated Practice Workers will be actively involved in establishing, planning, developing, implementing, administering, and evaluating the program. This includes developing and enhancing policies, processes, and procedures.

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The role and its responsibilities are to be carried out in a manner that is consistent with all relevant delegations, policies, and procedures at CNV.

The Orange Door

CNV is a partner in the Orange Door and this role could be located at the Orange Door.

The Orange Door will bring together different workforces and practices to create an integrated The Orange Door team and a consolidated intake point for the catchment area for family violence and child wellbeing services.

The Orange provides support for:

- Adults, children, young people, and families experiencing family violence.
- Perpetrators of family violence.
- Families in need of support with the care, development, and well-being of children.

The Orange Door Team will include a mix of staff employed by Family Safety Victoria and staff employed by Community Service Organisations including CNV, Aboriginal Services, Anglicare Victoria and DHHS Child Protection.

Key Relationships

INTERNAL

- Leadership at CNV
- Staff at CNV

EXTERNAL

- Orange Door staff
- Sector organisations and stakeholders
- DFFH, FSV & other Government departments

Key Accountabilities

Key Result Area	Performance expectations
Client work	• Provide an integrated, coordinated and safety led response to individuals and families that prioritises: the safety, protection and wellbeing of children and young people; the safety and empowerment of victim/survivors; and the responsibility and accountability of people who use violence in the family. • Provide a response to victim/survivors and their children experiencing family violence that includes risk assessment, safety and risk management planning, and engagement and coordination with other parts of the integrated family violence system, i.e., Police, Corrections Victoria, Child Protection, Family Services and Child First, housing

	services, etc., to ensure risk management strategies are in place, the perpetrator of the violence is kept in view, and victim/survivor safety is at the centre. • Operate with limited supervision within a collaborative practice model utilising multiple perspectives and under multiple practice models which are constantly evolving. • Conduct risk assessments, develop safety plans and risk management plans in conjunction with clients using the Multiagency Risk Assessment and Management (MARAM) framework and within an Integrated Practice Framework. • Assess client suitability, eligibility and priority for brokerage and apply on the client's behalf in accordance with Brokerage Guidelines. • Engage with perpetrators to develop and plan interventions holding them to account for their choice of abusive behaviour and work towards increasing the safety for their family members. • Other duties as required and commensurate with the qualifications, skills and experience normally expected from persons occupying positions at this level.
Teamwork	• Support and mentor new or less experienced staff and actively add to a positive and cohesive team culture. • Establish and maintain working relationships with service providers and case managers.
Training	• Undertake work across disciplines as required in the Orange Door and complete the required training and skill development to meet the expectations of the role. • Attend regular training to ensure skills and knowledge are up-to-date and relevant as guided by the CNV Core training program, Orange Door requirements, supervisor assessment and a performance development plan/work plan.
Projects, Processes and Compliance	• Exercise own judgment and use own initiative to support the delivery of screening and triage, risk assessment, crisis responses, targeted interventions, service planning and coordinated referrals according to CNV's Integrated Model, Operational Guidelines, and relevant risk assessment frameworks. • Actively assist in the development of systems, processes, and evaluation tools in a developing, fast paced and changing environment. • Undertake moderately complex projects as required, including planning, coordination, and implementation.

	• Plan, coordinate and administer the operation of a multi-functional service including financial programs for clients. • Actively support the successful development, implementation, and ongoing enhancement of The Orange Door model in an evolving process of design and evaluation. This includes actively contributing to defining policy and establishing workflows within a new and multi-organisation site and may include providing progress reports on program activities and recommendations for improved practice. • Keep accurate and complete records of work activities in accordance with legislative and organisational requirements. This includes entering clear case notes into relevant and various Client Management Systems and contributing to data collection as required. • Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with applicable Work Health and Safety policies and procedures. • Operate within the relevant legislative frameworks and policy guidelines and seek information from multiple sources to inform risk assessment, planning and case management functions.

Competencies

Teamwork	Attend and participate in team meetings, agency activities, program development, planning days, working groups, team building activities and supervision. Work well with others in the pursuit of team goals, share information, support others, show consideration, concern and respect. Gain the cooperation of clients and staff where required.
Problem Solving	Capable of discussing and resolving specialist problems. Ability to develop options and resolution to problems.
Time Management	The position requires skills in managing time, setting priorities and planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
Ability to Manage Tasks	Set priorities and achieve positive outcomes within agreed timelines.
Resilience	Perseveres to achieve goals, copes effectively, remains calm and in control when under pressure.

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Negotiation Skills	Ability to negotiate on delivery of conflicting time critical tasks.
Interpersonal Skills	The position requires the ability to gain cooperation and communicate with others.
Attention to Detail	This position requires a high level of accuracy and attention to detail.
Relationships	Capable of gaining the co-operation and assistance from staff to enable daily tasks to be performed.
Responsiveness	To changes implemented by CNV and Managers.
Judgement and Decision Making	Identifying and understanding problems and opportunities by gathering, analysing, and interpreting information. Using your own judgement to provide specialist advice to employee classified at a lower level.
Written Communication Skills	Prepare clear and accurate correspondence.

Leadership Capabilities

In line with the CNV Leadership Program, Integrated Practice Worker is responsible for guiding, developing and supporting staff to achieve team and organisational objectives. The role creates clarity around expectations, builds team capability, and fosters a safe, inclusive environment where individuals can thrive. Through coaching, feedback and performance management, the role strengthens accountability, enables continuous improvement, and ensures that work aligns with CNV's values, priorities and leadership approach.

Key Selection Criteria

Mandatory:

1. A relevant tertiary qualification in Social Work, Psychology, Community Services and/or a related Human Services field, with at least two years' experience in a family violence or related role. A Social Work degree is highly desirable.

Essential:

2. Extensive experience in providing case work to individuals and/or families experiencing complex needs along with a sound knowledge of referral pathways and family violence risk assessment and management frameworks.

3. An understanding of and support for the feminist philosophy of CNV including the gendered nature of violence against women and children, along with a demonstrated commitment to the rights, safety, and empowerment of victim/survivors of family violence.
4. Demonstrated understanding of, and a commitment to Aboriginal cultural safety.
5. A sound understanding of the varying needs of people who have a disability or come from a culturally and linguistically diverse background, LGBTIQ communities and other groups that may experience intersectional oppressions.
6. High-level organisational skills, the ability to work set priorities and ensure adherence to service standards in a fast paced and changing environment.
7. High-level communication skills (both oral and written) with the proven ability to prepare reports, case notes and correspondence in a clear and concise language and the ability to assimilate information from varied sources.

Desirable:

8. Demonstrated information technology skills with the ability to accurately maintain electronic client files, ability to use a range of modern technology equipment, and adapt to new software and multiple platforms.
9. Sound interpersonal skills with a demonstrated ability to work in a professional manner with a wide cross section of the community including survivors and perpetrators of family violence. Along with the ability to work with service providers cooperatively in a multi-disciplinary team to support client's needs and their best interests.

Minimum mandatory qualifications requirements

As per the minimum mandatory qualification's requirements via https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners all candidates wishing to apply for this role must be able to demonstrate that they:

- Are considered EXEMPT under the policy.

OR

- Hold a Bachelor of Social Work or other equivalent qualification.

OR

- Have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements.

OR

- Hold significant cultural knowledge and experience or lived experience and have faced barriers to educational pathways.

Please note that candidates wishing to enter the specialist family violence workforce via a related qualification or 5 years related professional experience pathway, OR the significant cultural

knowledge and experience or lived experience pathways will be required to work towards an equivalent qualification within specified timeframes (as per the mandatory minimum qualifications policy). If you believe these pathways may apply to you and would like more information, please don't hesitate to contact the CNV People and Culture team to discuss this further on (03) 5430 3000 or email vacancies@cnv.org.au.

Application Process

To be considered for this role, you will need to provide a cover letter and current resume.

Applicants will be assessed against the Key Selection Criteria listed in the Position Description.
Find information about the Application Process on the Careers page of our website https://www.cnv.org.au/job-application-process

Application close: Monday 16 November 2026
Note: Apply as soon as possible, we will review applications as they come in and may close the advertisement earlier.

CNV is an Equal Opportunity Employer; values diversity and encourages applications from Aboriginal and Torres Strait islander people, people living with disabilities and culturally and linguistically diverse backgrounds.

Further information regarding employee benefits, organisational overview and further job opportunities can be found on the Careers page of our website www.cnv.org.au

Any enquiries can be directed to the People and Culture team on 03 5430 3000 or by email vacancies@cnv.org.au

Other Requirements

Requirements	Performance expectations
Mandatory prior to commencement	• All offers of employment are subject to satisfactory background checks including a National Police Check (including an international police check if resided continuously in an overseas country for 12 months or more in the last 10 years). • A current Employee Working with Children Check (WWCC) card is required and must be provided prior to commencement of employment by the applicant. Currency will need to be maintained by the employee for the period of employment.

	• All employees are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process. • Applicants are required to provide a certified copy of relevant Qualifications. • Employees must hold a valid Australian driver's license to drive CNV fleet vehicles.
Eligibility and the Right to Work and Live in Australia	To be considered for employment at the Centre for Non-Violence (CNV) you are required to have Australian citizenship or to be a permanent resident of Australia or have a valid visa that provides work rights. You can gain employment with CNV if you are: • An Australian citizen – a birth certificate, citizenship certificate or current passport is proof of eligibility. • A non-citizen with a valid visa that provides work rights – a current passport containing the visa is proof of eligibility. As the visa has an expiry date, non-citizens can only engage in casual, temporary or fixed term roles that do not extend beyond the expiry date. Documents that are a proof of Right to Work: • Australian Passport. • Full Australian Birth Certificate and a form of photo ID. • Australian Citizenship Certificate. • Certificate of evidence of resident status. • Valid visa with work rights.
Cultural and Child Safety Statement	• CNV is a child safe organisation. We are committed to the safety, participation, and empowerment of all children and young people that engage with our organisation, including but not limited to individuals who identify as Aboriginal and Torres Strait Islander, Culturally and/or linguistically diverse, Gender diverse and/or same sex attracted and People with a disability.
CNV Board Statement of Commitment	• We recognise and acknowledge Aboriginal and Torres Strait Islander peoples as the First Nations people of these lands and waterways. • We acknowledge Aboriginal and Torres Strait Islander peoples' sovereignty, and sacred connection to the lands and waterways and we celebrate their strong and enduring cultures, identities, and self-determination. • We are sorry for the endured trauma and torment of powerlessness inflicted on Aboriginal and Torres Strait Islander peoples as a result of the ongoing impact of colonisation, systemic discrimination, and white privilege.

	• We accept and acknowledge the invitation to walk with Aboriginal and Torres Strait Islander peoples, and strongly support the Uluru Statement from the Heart, constitutionally enshrined Voice to Parliament and the call for a Makarrata Commission to supervise agreement, treaty, and truth-telling about our history. • We uphold the unique human rights of Aboriginal and Torres Strait Islander peoples as outlined by the United Nations Declaration of the Rights of Indigenous Peoples and seek a future where they have power of their voice, rights, destiny, and their children flourish.
Cultural Safety in the Workplace	• CNV recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge, and experience to the workplace. They also contribute important insight into how CNV can provide for and engage with Indigenous clients and communities more effectively.
Commitment to CNV's vision and Philosophies	• Champion and act as an advocate for the highest standards of ethical and professional behaviour. • Strong commitment to CNV's vision, feminist values and principles including an understanding of the role and impact of gender and other inequalities in relation to family violence.
Our commitment to diversity and inclusion	CNV strives to be an inclusive, safe, and responsive organisation that promotes diversity and actively supports inclusion for people and communities identifying as, but not limited to: • Aboriginal and Torres Strait Islander. • LGBTIQA+. • People with disabilities. • People from diverse cultural and linguistic backgrounds. • People of all ages. • People with caring responsibilities. • People with diverse religious beliefs or affiliations. All CNV employees, contractors and volunteers are required to: • Take reasonable care to respect differences, to foster a workplace that is safe, healthy, positive, supportive, and free from all forms of harassment, bullying and discrimination. • Undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity. • Address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager.

	• Participate in and contribute to training, events, and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion. • Raise concerns and/or complaints in a constructive manner, including identifying possible solutions.
Occupational health & safety (OHS)	CNV is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces. In achieving and maintaining workplace health and safety, CNV will apply best practice in OHS in accordance with statutory obligations at all times. All CNV employees, contractors and volunteers are required to: • Take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and CNV's OHS policies and procedures. • Take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others. • Cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace. • Report all injuries, illness or 'near misses' to their supervisor or manager. • Participate in relevant health and safety training based on roles and responsibilities. • As required, participate in the development and implementation of specific OHS hazard and risk management strategies. CNV strongly recommends (but does not mandate) that all employees maintain their COVID-19 vaccination status in accordance with ATAGI advice. In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors, and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training, and reporting systems.
Risk Management	• Follow all CNV policies and procedures in relation to risk management. • Conduct risk assessments. • Demonstrate an understanding of, and a commitment to, CNV's Risk Management Framework. • Report all hazards and incidents of which they become aware. • Follow all CNV policies and procedures in relation to risk management.

	• Raise concerns and/or complaints in a constructive manner, including identifying possible solutions.
Privacy	• CNV is governed by the Information Privacy Act 2000 and the Australian Privacy Principals (APPs) and is committed to protecting the information it collects, monitoring its use and maintaining its integrity. Therefore, any information collected will be solely for the primary purpose intended and will be destroyed when no longer required. • Ensure all Privacy and Data Security practices as outlined in policy are being maintained by staff through the provision of induction/probation information, instruction, training, and supervision.
Use of Confidential Information	Employees shall not use confidential information to gain advantage for themselves or for any person or body, nor shall they use this information improperly to cause harm to any person, body or CNV. Both during and after employment with CNV, employees must: • Not communicate confidential or private information to third parties. • Not make use of any information gained through employment at the Centre for Non-Violence Inc for any purpose other than the discharge of official duties. • Only access personal records, files, and information to facilitate direct work.

Position Description Changes

This Position Description is indicative of the initial expectation of the role and subject to change in line with requirements of CNV's goals and priorities, activities or focus of the job. The incumbent can expect to be allocated duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this level.