



MBC PRACTITIONER

POSITION DESCRIPTION

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1. Position summary

Field	Detail
Position title	Men's Behaviour Change Practitioner (WWM Facilitator)
Program	Violence Prevention Services (VPS) -- Working With the Man (WWM)
Classification	Grade 5 -- Community Services (Multiple Enterprise) Award (CSMEA)
Reporting to	Client Services Director (CSD)

2. Role purpose and key responsibilities

2.1 Role purpose

The Men's Behaviour Change Practitioner (WWM Facilitator) delivers EveryMan's Working With the Man (WWM) program -- a case management-based behaviour change program for men who use, or have used, violence, coercion or controlling behaviour against partners, former partners, children or other family members.

EveryMan's WWM program is primarily delivered through individual casework -- one-to-one sessions with the Facilitator -- supported by group work where staffing and program design allow. This is a deliberate case management model, distinct from programs that rely on group delivery alone. The Facilitator applies a structured, sequenced model of change that moves the participant through acknowledgement of his behaviour, interruption of its patterns, and development of respectful alternatives.

The non-negotiable parameters of this work are: the safety of women and children comes first; violence, coercion and control are choices; the man is responsible for his behaviour; and participation in the program does not, on its own, prove change. The Facilitator works within these parameters at all times and must not minimise, excuse, or collude with a participant's denial, blame or minimisation of his violence.

The Practitioner works under the supervision of the CSD and within the WWM Operations Manual, the Men's Behaviour Change Program Standards (MBCP Standards), relevant Court Services requirements, and EveryMan's OP&P.

2.2 Key responsibilities

Individual casework -- behaviour change delivery

- Deliver the WWM program to assigned participants through individual one-to-one casework sessions, using the structured, sequenced model of change set out in the WWM Operations Manual and the WWM Practitioner Manual.
- Conduct intake screenings and structured clinical assessments with referred men to determine program suitability, identify risk and protective factors, and prepare a casework plan.
- Develop and maintain an individual casework plan for each participant, incorporating risk assessment findings, the model-of-change pathway, engagement strategy, and safety planning.
- Assist the participant to name and acknowledge his use of violence, coercion and control accurately -- not as 'communication problems', 'anger', 'stress' or 'provocation'.
- Assist the participant to identify the patterns, triggers, and step-by-step sequence of thoughts, interpretations, self-talk and actions that lead to violence.
- Assist the participant to challenge the attitudes, beliefs and use of power and control that underlie violent behaviour.
- Maintain the focus of all sessions on the participant's behaviour and his responsibility for it; do not collude with denial, blame, minimisation or attempts to shift responsibility to the partner, children, or circumstances.

- Provide individual counselling and therapeutic support to participants, in accordance with the WWM model and program guidelines, within scope of the practitioner role.
- Maintain direct contact with participants between sessions -- including telephone contact -- to sustain engagement, monitor risk and manage the casework plan.
- Conduct exit planning with each participant at the conclusion of the program, including review of progress, ongoing risk, referral needs and any post-program follow-up.

Group facilitation

- Co-facilitate WWM group programs where group delivery is included in the program plan, in accordance with the MBCP Standards and EveryMan's program guidelines.
- Prepare for each group session in collaboration with the co-facilitator, including session planning, review of participant risk profiles and identification of matters requiring follow-up.
- Model non-violent communication, respectful conduct and power-sharing in all group interactions.
- Participate in post-group debriefs with the co-facilitator after each session; identify and escalate concerns arising from group dynamics or individual participant risk.

Risk assessment and safety management

- Conduct structured risk assessments using the [risk assessment tool -- to confirm if RSSF only, or additional tools required by funding agreement]; document outcomes and communicate to the CSD, in accordance with program protocols.
- Review risk at key program points and whenever a change in participant behaviour, disclosure or circumstance indicates a change in risk level.
- Apply the WWM Master Trigger and Safety (MT&S) pathway to any report, complaint, disclosure, observation, incident, near miss, pattern, trend or indicator that involves or may involve harm or risk of harm to a current or former partner, child, or other family member -- threats, intimidation, coercion, stalking, breaches of orders, or the participant presenting under the influence in a manner creating risk.
- Where uncertain whether a matter is a trigger, treat it as a trigger and open the pathway; the decision to close, downgrade or redirect is made by the CSD or delegate.
- Escalate trigger matters to the CSD, immediately; the MT&S pathway runs in parallel with -- not instead of -- any required external notification.
- Refer participants to relevant services -- including mental health, alcohol and other drugs, housing, legal and financial support -- where identified needs may be contributing to or affecting violent behaviour.

Partner and family safety

- Prioritise the safety and wellbeing of women and children affected by the violence of men in the program in all aspects of practice; this parameter is non-negotiable.
- Comply with the PAS notification obligation: for every WWM participant accepted into the program, support the Senior Practitioner to ensure PAS support is offered to the participant's current and former partners (within the two-year window) and other affected family members, independently of the participant's consent.
- Liaise with EveryMan's Partner Advocacy and Support (PAS) team to share risk-relevant information in accordance with the Domestic Violence Agencies (Information Sharing) Act (ACT), statutory thresholds, and EveryMan's information-sharing protocols.
- Observe the structural information barrier between WWM and PAS: do not access PAS files; do not deliver PAS work; do not act as the participant's partner's advocate, support worker or counsellor.
- Where program contact reveals new or escalating risk to a partner or family member, notify the CSD, immediately and initiate the appropriate safety response.

Court, corrections and external agency liaison

- Liaise with Courts, ACT Corrective Services, and referral agencies regarding participants in the program, as directed by the CSD.

- Provide court-mandated progress reports and other statutory reporting for participants subject to court orders or conditions, within required timeframes and in accordance with program guidelines.
- Notify the CSD, immediately of any breach of a court order, family violence order, bail condition or corrections condition disclosed or identified during program contact.
- Participate in relevant interagency forums, case coordination meetings and sector networks as directed.
- Maintain current knowledge of referral pathways and collaborative working relationships with relevant government and community agencies.

Program contribution and professional practice

- Apply and model the Bower Model in all client and team interactions.
- Apply and maintain knowledge of the WWM Operations Manual, MBCP Standards, Court Services Operating Standards, [risk assessment tool -- to confirm if RSSF only], and EveryMan's OP&P.
- Apply an intersectional feminist and DFSV-informed practice framework to all aspects of the role.
- Record what the participant said and did -- not what the Facilitator hopes he meant -- in contemporaneous case notes in the WWM client file; no private side-files, personal notebooks or external storage.
- Identify and raise issues relevant to program development, participant needs or practice quality with the CSD.
- Contribute to program evaluation, research and continuous improvement activities as directed.
- Perform other duties related to the role as required and directed by the CSD.

Workforce and professional development

- Role model EveryMan's Values and support colleagues in aligning their practice with those Values.
- Maintain and develop specialist skills in DFSV practice, MBCP facilitation, risk assessment, and working with men who use violence -- including by seeking specialist training, attending sector workshops, participating in relevant professional forums and bodies, and actively engaging in clinical supervision and peer learning opportunities.
- Actively prepare for and engage in regular clinical and management supervision with the CSD.
- Participate in post-session and post-group debriefs, team meetings, staff development activities and case reviews.
- Maintain currency in relevant legislation, sector standards and evidence-based practice in men's behaviour change and DFSV.

WHS and risk management

- Observe and promote safe and healthy work practices and ensure compliance with the Work Health and Safety Act 2011 (ACT) and EveryMan's SMP, including the specific risk management requirements applicable to after-hours and individual casework delivery.
- Identify and report WHS incidents, near misses, and hazards using EveryMan's approved WHS register and reporting pathway; do not manage WHS matters informally or without a formal record.
- Apply a risk management approach to client interactions and the work area within the scope of the practitioner role.
- Escalate any matter involving serious risk to client, staff or organisational safety to the CSD, immediately.

Administrative compliance and QI/QA

- Ensure all client records, casework plans, case notes, risk assessments, session records and activity reports are accurate, complete, timely and confidential, and maintained through approved EveryMan systems (Smartsheet and other approved platforms); private side-files and personal communication channels are prohibited.
- Ensure client confidentiality and privacy in all data collection and record-keeping; zero breaches of confidentiality or privacy.
- Complete all external reporting requirements, including progress reports to Courts and ACT Corrective Services, within required timeframes.

- Complete required training, policy acknowledgements and compliance records within set timeframes, including WWM Facilitator training pathway, Code of Conduct, CSM, SMP and MT&S pathway acknowledgements.
- Identify administrative or compliance gaps within own practice and escalate to the CSD.

3. Key performance indicators

The following standing KPIs apply to this role. They are reviewed at each supervision session and formally at the annual performance review.

KPI	Standard
WWM casework delivery	Individual casework sessions delivered in accordance with casework plans, program targets and the WWM Operations Manual; caseload active and appropriately documented
Risk assessment quality	[risk assessment tool] assessments completed at intake and reviewed at key casework points; documented and communicated to CSD in accordance with program protocols
MT&S compliance	All MT&S triggers identified, opened and escalated in accordance with the WWM Operations Manual; no delayed or informal handling of trigger matters
Partner safety	PAS notification obligation supported for all participants; risk-relevant information shared in accordance with information-sharing protocols; no delays in escalating safety concerns
Bower Model application	Bower Model and DFSV-informed practice framework applied in all client interactions; no minimisation, collusion or departures from the non-negotiable parameters
Client records	All case notes, casework plans, risk assessments and session records complete and in approved systems at the time of performance reporting; no private side-files
External reporting	All court and corrections reports completed within required timeframes; zero overdue statutory reports
Confidentiality and privacy	Zero breaches of client confidentiality or privacy
WHS and incident reporting	All WHS incidents and near misses reported on the day they occur via the approved register
Professional development	Active participation in supervision, debriefs, team meetings and training; MBCP and DFSV professional development plan in place and progressed

4. Key capabilities

The Men's Behaviour Change Practitioner is expected to demonstrate the six EveryMan capabilities at the practitioner level.

Delivering service

Uses specialised DFSV and MBCP practice skills to engage, assess and work with men who have used violence in an individual casework model. Applies an intersectional feminist analysis and an understanding of the gendered nature of family violence. Maintains the non-negotiable parameters of the WWM program -- safety of women and children first, violence as a choice, no collusion with minimisation or denial -- in all client interactions. Demonstrates high-level interpersonal skills, active listening, and emotional intelligence in perpetrator-focused casework. Uses initiative and structured problem-solving skills, including in risk assessment, safety planning and MT&S triage.

Leadership

Applies the Bower Model in all client and team interactions. Observes professional boundaries and standards in high-risk perpetrator casework, including the information barrier with PAS. Demonstrates effective time management and planning, including caseload management, casework plan maintenance, and external reporting deadlines. Acts with integrity, maintains confidentiality and models EveryMan's Values. Records what participants said and did accurately; does not record what the Facilitator hoped they meant.

Working in teams

Works constructively within the co-facilitation relationship and the broader WWM and VPS team. Involves others in decision-making where appropriate, including in post-session debriefs and risk review. Listens actively and displays empathy. Shares skills and knowledge, including specialist DFSV and MBCP knowledge. Supports productive working relationships and models healthy team culture.

Contributing to organisational stability and effectiveness

Develops and maintains relationships with Courts, ACT Corrective Services, and relevant external agencies. Professionally represents EveryMan in sector forums and referral networks. Demonstrates commitment to social justice, the rights of women and children to safety, and the importance of holding men accountable for violence. Adheres to EveryMan's governance and compliance requirements, including the structural information barrier between WWM and PAS.

Co-ordinating and managing

Manages own caseload, casework plan schedule and reporting obligations to meet program timelines and targets. Maintains accurate and timely records across all WWM casework activities in approved systems; no private side-files. Manages confidentiality obligations and information-sharing requirements in accordance with statutory and consent-based frameworks. Responds to MT&S triggers and safety incidents in accordance with the WWM Operations Manual. Communicates program and practice improvements to the CSD.

Professionalism

Displays professional conduct in a demanding, high-risk practice environment. Maintains currency in the men's behaviour change, DFSV and family violence sectors -- including by seeking specialist training, attending sector workshops, participating in relevant professional forums and bodies, and actively engaging in clinical supervision and peer learning. Demonstrates resilience and self-awareness in working with perpetrators of violence. Identifies and proactively addresses gaps in own knowledge and skill.

5. Selection criteria

Essential:

- Tertiary qualifications in Social Work, Psychology, Counselling, or related discipline.
- Demonstrated knowledge and experience working within a DFSV framework, including an intersectional feminist analysis and an understanding of the gendered nature of family violence.
- Demonstrated capacity to work effectively with men who have used or are at risk of using violence, including individual casework and structured behaviour change delivery.
- Knowledge of and experience in conducting structured risk assessments, including within the [risk assessment tool -- to confirm if RSSF only], and developing safety plans.
- Understanding of perpetrator accountability frameworks and the importance of not colluding with minimisation, denial or blame.
- Current ACT Working with Vulnerable People (WWVP) registration and NSW Working with Children Check clearance (or willingness to obtain prior to commencement).
- Sensitivity to and understanding of the needs of clients from First Nations, culturally and linguistically diverse, and other priority population backgrounds.
- Highly developed interpersonal and communication skills, including the ability to engage and maintain contact with a challenging client cohort.
- Commitment to reflective practice, clinical supervision and ongoing professional development.
- Current driver's licence.

Desirable:

- Qualifications in men's behaviour change work, such as Essential Skills in Men's Behaviour Change Programs, Graduate Certificate in Men's Behaviour Change, or equivalent -- or preparedness to undertake training.
- Familiarity with the Duluth model and other perpetrator accountability frameworks.
- Experience delivering individual casework or co-facilitating structured group programs with men who use violence.
- Familiarity with the Safe and Together model or equivalent trauma-informed, perpetrator-accountability approach.
- Experience working with Court-referred clients, including preparation of statutory progress reports.
- Experience working with cloud-based client information and case management systems.
- Experience working within a multidisciplinary or integrated DFSV service team.

By signing this document, the appointee confirms they have read, understood and accepted the responsibilities, delegated authorities, KPIs and capabilities described in this Position Description.