



Position Description

Partner Advocacy & Support

Practitioner Level 4

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## Section 1 — Position summary

Field	Detail
Position title	Practitioner Grade 4
Area	Partner Advocacy and Support (PAS)
Reports to	Coordinator
Direct reports	None
Position type	Client-facing; non-clinical practitioner; partner and family advocacy and support
Classification	CSMEA Grade 4 (Community Sector Multiple Enterprise Agreement 2009 (ACT)); benchmarked against SCHADS Award
Location	EveryMan office, Canberra.
Status	TBC — employment basis subject to workforce design
Date	June 2026 (v0.1)

## Section 2 — Role purpose

The Practitioner Grade 4 works under the direction of the PAS Coordinator to provide support services to partners, ex-partners and family members of men participating in EveryMan programs because of their use of violence — or risk of violence — towards partners and family members. The role works to increase their safety and to provide safe, non-judgmental spaces for them to share their experiences.

The role is delivered in accordance with EveryMan's policies, procedures and standards, and undertakes a range of functions that meet program objectives and deliver identified outcomes for EveryMan Australia. The Grade 4 role operates at a practitioner level, carrying a defined caseload under close supervision from the Coordinator.

## Section 3 — Key responsibilities

### 3.1 Program delivery

Under the direction of the Coordinator, the Practitioner Grade 4:

- Works closely with the PAS Coordinator to ensure the provision of services for clients who have been referred to the program.
- Assists with contact, assessment and response for all current or ex-partners and other family members affected by clients of VPS — as soon as possible and no later than 3 working days.
- Works collaboratively and cooperatively with stakeholders to ensure services are delivered in a timely manner.
- Maintains service accessibility and takes active steps to increase safety for persons requiring support.
- Promotes realistic expectations of the program, with the aim that participation does not put persons requiring support or their families at further risk.
- Provides information and referral to other agencies for additional support as needed, with the consent of the client.
- Records relevant data in a timely and accurate manner using EveryMan's client record management systems.
- Establishes and maintains a network of relevant community and government agencies.
- Attends a minimum of 80% of all VPS meetings, training and supervision sessions.

### **3.2 Client services**

- Delivers services with respect, dignity and sensitivity, addressing the complexity and diversity of client needs, including culturally and linguistically appropriate options.
- Provides a supportive and non-judgmental environment that assists clients to identify and express their needs and make decisions — including their decisions to refuse or accept support as they choose.
- Responds to all child protection concerns through government-regulated reporting mechanisms.
- Maintains confidentiality and immediately informs the Coordinator of situations where confidentiality may be limited, for example where children are at risk of harm.
- Recognises risk factors or protective factors that have escalated, remained or reduced in terms of partner, children, ex-partner and family safety.
- Ensures clients understand their rights and entitlements and assists them to identify their support needs.
- Provides suitable advocacy, information and referral, support and intervention to address client support needs related to financial, mental health, disability, DFSV, drug or alcohol use, and legal and justice matters.
- Acts to address risks to the safety of any person where risk is disclosed or identified during service provision.
- Ensures client grievances or complaints are responded to promptly and managed in full compliance with EveryMan policy, procedures and standards.
- Maintains client confidentiality and privacy in data collection and record-keeping. Where consent to disclose information has been given, ensures clients are advised of the occurrence and content of disclosures to authorised parties.

### **3.3 Organisation**

- Maintains a sound knowledge of EveryMan's structure, policies, procedures and programs.
- Assists with meeting Service Funding Agreement service performance and client outcomes requirements.
- Maintains standards of work practice to meet service requirements and promote a professional culture.
- Assists with the collection of statistics and feedback used for service evaluation.
- Maintains a positive profile with the program's funding body and fosters collaborative relationships with government departments and other community service organisations.
- Observes WHS and EEO requirements.
- Is familiar with EveryMan's Industrial Democracy Principles.

### **3.4 Compliance and risk**

The Practitioner Grade 4 is responsible for complying with all EveryMan policies, procedures and manuals applicable to the role, including but not limited to:

- Child Safety Manual — C-01 child safety pathway
- Risk Management Policy
- Harassment Manual and the positive duty under the Sex Discrimination Act 1984 (Cth) s.47C
- AI Policy
- Working with Vulnerable People (Background Checking) Act 2011 (ACT) — maintaining current WWVP registration
- Privacy Act 1988 (Cth) and Health Records (Privacy and Access) Act 1997 (ACT)
- Domestic Violence Agencies (Information Sharing) Act (ACT) — information-sharing obligations

The Practitioner Grade 4 is responsible for identifying and escalating risks that emerge during service delivery, including risks to client safety, partner and family safety, child safety and staff safety. The escalation pathway is the Coordinator. Child-safety matters are triaged under C-01 immediately. Where an immediate risk to life is identified, the Practitioner contacts emergency services without waiting for direction.

### 3.5 Information management, records and data

The Practitioner Grade 4:

- Maintains accurate, timely and complete client records in EveryMan's approved client management systems.
- Maintains client confidentiality and privacy in accordance with the Privacy Act 1988 (Cth), the Health Records (Privacy and Access) Act 1997 (ACT), and EveryMan's information management practices.
- Does not maintain private side files where records must be organisational. All client information sits in approved organisational systems.
- Records data relevant to service evaluation and funder reporting accurately and on time.

### 3.6 Supervision and reflective practice

The Practitioner Grade 4 participates in:

- Regular supervision with the Coordinator, covering caseload, service quality, practice development, KPI progress, conduct and professional development.
- Practice meetings, team forums and reflective practice arrangements as directed by the Coordinator.
- Training and professional development relevant to DFSV practice and EveryMan's programs and operating framework.

## Section 4 — Key performance indicators

KPI	Standard
Meeting and supervision attendance	Attends a minimum of 80% of all VPS meetings, training and supervision sessions.
Response to client contacts	Responds to all client contacts as soon as possible and no later than within 3 working days.
Partner contact records	Partner contact records are accurate and up to date, based on feedback from those who use the data.
Client records	All client records are complete and up to date at the time of performance reporting.
Service effectiveness	Clients and VPS practitioners give feedback that the service runs efficiently and effectively, and clients report being treated with respect.
Procedures	Follows procedures as documented. Raises concerns about procedures through the Coordinator.
Professional development	Actively participates at staff meetings. Identifies and acts on opportunities to enhance knowledge, skills and capabilities.
Child safety compliance	All child-safety matters are triaged under C-01 immediately and within the timeframes set in the Child Safety Manual.

## Section 5 — Six key capabilities

Capability	Demonstrated by (Grade 4)
Personal qualities	Applies the Bower Model in all interactions. Observes professional boundaries and standards. Seeks guidance, advice and support when needed. Demonstrates effective time management, planning and prioritising. Acts with integrity and maintains confidentiality. Takes ownership and responsibility for achieving results and personal productivity. Written and verbal communication is pitched appropriately, accurate and professional.
Delivering service	Uses best-practice strategies to identify client issues and requirements. Provides high quality service based on best outcomes for clients and appropriate referrals. Adjusts personal style in response to client needs and behaviours. Demonstrates appropriate interpersonal skills, active listening, empathy, social awareness and emotional intelligence. Uses initiative and problem-solving skills to overcome obstacles. Is aware of the range of support options and relevant organisations and how to access them.
Working in teams	Involves others in decision-making. Values and positively utilises diversity. Listens actively and displays empathy. Contributes to negotiations for optimum outcomes. Shares skills and knowledge.
Contributing to the organisation	Understands the purpose and work of EveryMan, including its missions and values. Understands EveryMan's operating environment. Professionally represents EveryMan to external stakeholders. Demonstrates commitment to social justice and social inclusion. Adheres to organisational governance and compliance requirements. Manages work practices for the health and wellbeing of staff and complies with WHS requirements and responsibilities.
Co-ordinating and managing	Co-ordinates own caseload and workload. Manages competing priorities within delegated authority. Maintains accurate and timely records. Flags workload and capacity issues to the Coordinator.
Leading	Leads by example in DFSV-aware, trauma-informed practice. Models professional conduct, appropriate boundaries and respectful client engagement.

## Section 6 — Qualifications, experience and selection criteria

### 6.1 Essential qualifications

- Qualifications relevant to the provision of support services in human services or a related field, or relevant equivalent experience.
- Current, unrestricted Working with Vulnerable People registration (ACT) under the Working with Vulnerable People (Background Checking) Act 2011.
- Current right to work in Australia.
- Current driver's licence.

### 6.2 Desirable qualifications

- Diploma or higher-level qualifications in community services, social work, counselling or a related field.
- Completed sector-recognised DFSV training (e.g. ANROWS, NTV MBCP Foundations, DV-alert).
- First-aid certificate.

### 6.3 Essential experience and capabilities

- Capacity to provide effective practical assistance and support to people with diverse and complex support needs.
- Capacity to work in a sensitive and impartial manner with people experiencing considerable stress.
- Sound interpersonal and communication skills.
- Sound organisational and administrative skills.
- Sound understanding of domestic and family violence and its impacts on victim-survivors, partners and families.
- Sound ability to work from a trauma-informed perspective.

- Sound ability to be alert to at-risk behaviours, DFSV indicators and child safety concerns during service delivery.
- Computer literacy and experience with client management systems or comparable databases.
- Willingness to undergo a police check.

#### **6.4 Desirable experience**

- Experience in a DFSV service environment.
- Sound understanding of the gendered nature, dynamics and impacts of family and intimate-partner violence.
- Experience operating client management systems (SHIP, IVO or comparable).
- Experience of crisis intervention, risk assessment and safety planning.
- Experience working within a multidisciplinary team.
- Understanding of the justice system and child protection system.

#### **6.5 Capabilities to be demonstrated in application**

- Demonstrated capacity to provide effective, practical and sensitive support to people with diverse and complex needs.
- Demonstrated ability to work in a sensitive and impartial manner with people experiencing stress or crisis.
- Demonstrated sound understanding of domestic and family violence and its impacts.
- Demonstrated commitment to social justice, social inclusion and respectful service.
- Demonstrated ability to act with integrity, maintain confidentiality and operate within EveryMan's governance and compliance framework.
- Demonstrated computer literacy and capacity to maintain accurate records.