



Position Description

Partner Advocacy & Support

Practitioner Level 5

## Contents

Section 1 — Position summary .....	1
Section 2 — Role purpose .....	1
Section 3 — Key responsibilities.....	1
3.1 Program delivery .....	1
3.2 Client services .....	2
3.3 Organisation.....	2
3.4 Compliance and risk .....	2
3.5 Information management, records and data.....	3
3.6 Supervision and reflective practice .....	3
Section 4 — Key performance indicators.....	3
Section 5 — Six key capabilities.....	4
Section 6 — Qualifications, experience and selection criteria.....	4
6.1 Essential qualifications .....	4
6.2 Desirable qualifications .....	4
6.3 Essential experience and capabilities .....	5
6.4 Desirable experience .....	5
6.5 Capabilities to be demonstrated in application .....	5

## Section 1 — Position summary

Field	Detail
Position title	Practitioner Grade 5
Area	Partner Advocacy and Support (PAS)
Reports to	Coordinator
Position type	Client-facing; non-clinical practitioner; partner and family advocacy, support and safety planning
Classification	CSMEA Grade 5 (Community Sector Multiple Enterprise Agreement 2009 (ACT))
Location	EveryMan office, Canberra.
Date	June 2026 (v0.1)

## Section 2 — Role purpose

The Practitioner Grade 5 works under the direction of the PAS Coordinator to provide support services to partners, ex-partners and family members of men participating in EveryMan's Violence Prevention Services (VPS), including but not limited to the Working with the Man and Preventing Violence, Changing Behaviours programs. The role works to increase safety and to provide safe, non-judgmental spaces for people to share their experiences.

The Grade 5 role operates at a senior practitioner level within PAS, carrying a defined caseload with a higher degree of practice independence than the Grade 4. The role is expected to demonstrate highly developed skills in assessment, safety planning and service delivery with people affected by DFSV, and to contribute actively to practice quality within the PAS team.

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.

## Section 3 — Key responsibilities

### 3.1 Program delivery

Under the direction of the Coordinator, the Practitioner Grade 5:

- Works closely with the PAS Coordinator to ensure the provision of services for clients who have been referred to the program.
- Contacts, assesses and responds to 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, 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.
- Develops and implements exit plans for clients, with suitable transition plans based on assessment of post-support needs.

### 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 high standards of work practice to meet service requirements and promotes 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 5 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 5 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 5:

- 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.
- Ensures procedures are documented so that other staff can follow them.

### 3.6 Supervision and reflective practice

The Practitioner Grade 5 participates in:

- Regular supervision with the Coordinator, covering caseload, safety planning, 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.
- Proactively identifies and acts on opportunities to enhance knowledge, skills and capabilities, contributing to practice quality in the PAS team.

## 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 on approved databases are complete and up to date at the time of performance reporting.
Assessment quality	Demonstrates highly developed skills in assessment and service delivery with people affected by DFSV, as assessed through supervision and peer feedback.
Service effectiveness	Clients and VPS practitioners give feedback that the service runs efficiently and effectively, and clients report being treated with respect.
Procedures documentation	VPS procedures are documented so that another staff member can follow them.
Professional development	Actively participates at staff meetings. Proactively 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 5)
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. Highly tuned self-awareness to manage boundaries and personal conflicts so that focus on the client is maintained.
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. Works effectively within a counselling and/or case management framework. Works in a sensitive and impartial manner with people with challenging and complex needs. Actively adheres to internal and organisational systems and processes.
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 with a high degree of practice independence. Manages competing priorities. Maintains accurate and timely records. Flags workload and capacity issues to the Coordinator. Contributes to practice improvement in the PAS team.
Leading	Leads by example in DFSV-aware, trauma-informed practice. Models professional conduct, appropriate boundaries and respectful client engagement. Contributes to a positive and professionally strong PAS team environment.

## Section 6 — Qualifications, experience and selection criteria

### 6.1 Essential qualifications

- Minimum diploma-level qualifications in human services, social work, community services, counselling or a related field, and at least 5 years professional experience in a human services role; or equivalent combination of qualifications and 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.
- Willingness to obtain a NSW Working with Children Check.
- Commitment to undertake professional development and training as required to meet industry standards.

### 6.2 Desirable qualifications

- Tertiary qualifications in social work, community services, 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

- High-level organisational, time-management and administrative skills.
- Demonstrated skills and confidence to use computer technology and cloud-based applications for communication, client data recording and reporting.
- Professional experience working with people from a trauma-informed perspective.
- Experience and skills in crisis intervention, risk assessment and safety planning.
- Clear and concise communication skills to promote physical and emotional wellbeing with a diverse client base — primarily by telephone.
- Ability to monitor, recognise and be alert to the presence of at-risk behaviours expressed by persons requiring support and other associated persons.
- Demonstrated and well-developed understanding of the gendered nature, dynamics and impacts of family and intimate-partner violence on individuals, families and communities.
- Commitment to Human Rights Principles and well-developed understanding of intersectional disadvantage.
- Highly tuned self-awareness to manage boundaries and personal conflicts so that focus on the client is maintained.
- Willingness to undergo a police check.

### 6.4 Desirable experience

- Experience conducting risk assessments using the NSW RSSF and DVSAT framework.
- An understanding of the Duluth or Safe and Together models.
- Experience working within a multidisciplinary team.
- Professional understanding of the justice system, child protection system and protection orders.
- Experience working directly with people living with disability or mental illness, and those from LGBTQI+, First Nations and Culturally and Linguistically Diverse communities.

### 6.5 Capabilities to be demonstrated in application

- Demonstrated capacity to provide effective, practical and sensitive support to people with diverse and complex needs, including in crisis situations.
- Demonstrated ability to conduct risk assessments and develop safety plans with people affected by DFSV.
- Demonstrated sound and well-developed understanding of the gendered nature, dynamics and impacts of family and intimate-partner violence.
- Demonstrated commitment to Human Rights Principles and intersectional practice.
- 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 across multiple client management systems.