

## Family Support & Advocacy Worker (Targeted Family Support) Young Mothers for Young Women (YMYW) Women, Children & Families Cluster



### Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

### Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

### What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs participants are met in a supportive, informed, safe, and respectful manner.

### Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

### Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

### Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

# Micah Projects commitment to vulnerable and marginalised populations

Micah Projects Vision and Mission articulate our commitment to actively engaged with people who are marginalised, vulnerable and in many situations present with challenging behaviour.

Working in Micah Projects you are expected to proactively support this vision and mission whilst balancing the needs of staff to work in a supportive and safe environment.

To do this we actively work together to ensure that staff have the skills and knowledge to understand that many people who access our services do not have the ability to always regulate their emotions. This often occurs when they are frustrated, do not understand what options they have, and are impacted on by substance use or alcohol. The consequences result in staff being exposed to inappropriate and challenging situations which we are committed to providing training and support to problem solve and ensure services can be maintained.

Micah Projects actively wants to adapt a shared responsibility approach for creating a resilient culture whilst providing services to our most vulnerable participants. This requires self-awareness and a proactive approach within our organisational systems. We support staff in understanding the approach and context in which we work. We encourage staff to communicate their needs within this environment and a willingness to engage in problem solving strategies whilst providing support to participants.

Micah Projects provides outreach service in the community, centre-based services and services via phone. Our goal is to always disarm people with courtesy, respect and clear communication recognising that we may not always get it right and will learn from our participants when necessary. We recognise that many participants of Micah Projects have long histories of trauma from childhood and as adults. Whilst this is not an excuse for behaviours that are threatening to others, it is also an opportunity for participants to learn alternative ways of meeting their needs. This is how we implement a trauma informed and sensitive approach to our work.

We are committed to providing a culture of wellbeing and safety for our staff. Employees can access support and guidance internally and externally, as outlined in our Wellbeing Guide.

# Position Overview

**Position Title**

Family Support & Advocacy Worker

**Team**

Young Mothers for Young Women

**Reports to**

Team Leader

**Line Manages**

Nil

**Classification/Award**

Level 4, SCHADS 2010

**Talkin**

Team Leader

**Based at**

Caboolture

**Backup when absent?**

YMYW team members

## Micah Projects – Young Mothers for Young Women

Young Mothers for Young Women (YMYW) offers peer and professional support to young pregnant and parenting women, 25 years and under, their children and families who reside in the Brisbane City Council and Moreton Bay region. Young women can access a variety of different services through our Wellspring Hub including targeted family support, group work, antenatal services, child health clinics and GP services. The program provides a two-generation approach meeting the needs of the parents and their children. We celebrate the strengths of young women who are parenting and recognize issues related to housing, health, social isolation, employment, education and income are interconnected and solutions require an integrated approach.

# Position Description

## As a Family Support and Advocacy Worker, you will...

work as part of the YMYW team to provide targeted family support through outreach strategies to families who are referred because they have high and complex needs, limited informal supports or because they are unable to access other services in the community. We work alongside these families to improve family functioning, to target housing stability, encourage positive parent-child interactions and build connections for young families to their local community. The team also assist families to navigate systems which significantly impact on their lives, such as child protection, family law, domestic violence, justice, income support, education, mental health, and healthcare. We work in partnership with the Mater Mothers Hospital in the provision of integrated antenatal care and support.

### Stakeholder Engagement

This position as part of a team engages with the following organisations:

- Mater Mothers Hospital
- Child Health
- Women's Legal Service
- Centrelink
- Department of Child Safety
- Department of Housing

Collaboration within the Women, Children & Families Cluster and across all Micah Projects Clusters

- YMYW Brisbane and Redcliffe
- Home for Good
- Wellspring Children and Families' Hub
- Brisbane Domestic Violence Services
- Coordinated Access Team
- Inclusive Health Clinic
- Visiting GP's
- Partnered Psychologist

## Key Responsibilities

### Service Delivery

- Promote a culture of respect, safety, and trauma informed approaches.
- Provide outreach and home visiting support, coordinated case management and advocacy to young pregnant and parenting women, their children and partners.
- Provide holistic assessments of families' needs and develop support plans to achieve and maintain goals.
- Provide proactive and supported referrals to specialist services.
- Empower and foster independence and interdependence through participation, and access to appropriate resources, opportunities and services within the community.
- Support parents to improve their relationships and interactions with their children, and support their role in promoting school readiness and the healthy development of children.
- Support young women and their partners to access what they need to parent well. In situations where Child Safety may be involved, workers advocate for young women to ensure that they have access to appropriate legal supports and services to address concerns and maximise safety.
- Provide support, advocacy and safety planning to young women experiencing domestic and family violence and assist with referrals to specialty services.
- Complete varied risk assessments and report to Micah Project's Child Protection Contact Person as necessary.
- Support young women to access early childhood education/care for their children.
- Support young women to make community connections and social supports through access to group work at YMYW.
- Assess barriers to accessing and maintaining housing for young women and their families and assist young women to access housing and secure stable tenancies.
- Support family preservation and aim to prevent children from entering the statutory child protection system.
- Provide support to young women to access antenatal and postnatal care and access to health care for their children.
- Maintain a high quality of work with individuals and families as evidenced by well documented case notes and support plans using the CSNET case management tool.
- Establish positive relationships with government and non-government agencies to enhance understanding of how respond to the needs of young women and their families.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance around any biological hazards such as body fluids, bacteria, and infectious disease, manual lifting techniques.
- Assist Team Leader to undertake administrative, practice and quality requirements in Micah Projects systems.
- Perform other relevant duties as assigned.

### **Collaborative practice**

- Work as a collaborative member of the multidisciplinary team, reflecting the values of the organisation.
- Work as an inclusive member of the team, providing appropriate mentoring and guidance as required.
- Demonstrate a high level of teamwork, support, engagement, and communication.

### **Professional practice**

- Participate in all supervision and professional development as requested and to provide input into individual professional development plans.
- Provide high level professionalism, sensitivity, and responsiveness to the needs of internal and external people/partners.
- Accountable and responsible for making sure that organizational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures and agreed upon evaluation processes.

# Criteria and Conditions

## Criminal History Screening

- ☐ National Police Certificate    ☒ Blue Card  
☐ Yellow Card    ☐ APHRA Registration

## Driver's License

- ☒ Essential    ☐ Desirable

## Travel

- ☒ Essential    ☐ Desirable

## Assets Provided

- ☒ Work Computer    ☒ Work Phone  
☒ Pool Vehicle    ☐ Packaged Vehicle

## Essential

- Relevant tertiary qualification in Social Work, Human Services, Psychology and experience in a similar role.
- Demonstrated understanding of the issues faced by young pregnant and parenting women, their children and partners.
- Demonstrated knowledge and experience of working with young families through assertive outreach and home visiting using a case work model.
- A commitment to social justice and to work according to the policy, procedures and quality frameworks endorsed by the organisation.
- Demonstrated ability to use effective communication strategies and processes involving well developed interpersonal skills, an ability to advocate effectively and to work cooperatively within partnerships.
- Demonstrated ability to conduct and document assessments and individual support plans.
- Demonstrated knowledge and experience of working with Aboriginal and Torres Strait Islander peoples and demonstrated knowledge and experience of working with people with a Culturally and Linguistically Diverse background.
- Demonstrated high level of written and verbal skills, and IT competencies (including Microsoft Office and other IT systems)
- A positive attitude, and the ability to work flexibly, adaptively, and proactively in a team environment with direction and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.

## Desirable

- Demonstrated knowledge and experience of working with families in relation to children's development.
- An understanding of the service system responding to young families in the Brisbane City Council area.

### General Conditions

- All employees are to practice the values of Micah Projects as outlined in the Code of Conduct.
- Appointment to this position will be subject to a criminal history check as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- All employees are to have valid working rights in Australia.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation’s work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data, and Case Management Systems.
- Employment in this position is subject to continued funding.
- Employment may involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- All employees are required to engage in support and coaching through the organisational performance development system.

### Acknowledgement

I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects

Employees Name \_\_\_\_\_

Signed \_\_\_\_\_ Date \_\_\_\_\_

Document History		Version Number	01
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