



Support and Advocacy Worker

Lotus Support Services



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 of 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 Queensland 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 engage 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 approach people with courtesy, respect and clear communication whilst 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

Support and Advocacy Worker

Team

Lotus Place North Queensland

Reports to

North QLD Coordinator

Line Manages

N/A

Classification/Award

4

Talkin

North QLD Coordinator

Based at

Lotus Place Townsville

Backup when absent?

Regional QLD Manager

Lotus Place

Lotus Place is a dedicated state-wide support service for people who experienced childhood abuse in institutional settings. Services are offered from 3 locations: Brisbane, Rockhampton, and Townsville.

Lotus Place provides integrated peer support, advocacy, counselling, and other specialised support services who have experienced childhood abuse in institutional settings.

We aim to empower and foster independence through participation, and access to appropriate resources, opportunities, and services within the community. Services provided include:

- An information and resource centre.
- Personal skills development opportunities.
- Support to access government and community services.
- Support to seek redress of past abuse through the National Redress Scheme, criminal justice system, civil process or through church or religious institutional processes.
- Support people to obtain personal records.
- Support to reconnect with family and trace family history.
- Access to professional support and counselling services.
- Support to access the "My Aged Care" system.
- Referral to other specialist services.

Position Description

As the Support and Advocacy Worker, you will...

Work as part of the Lotus Support Services Team to advocate for and support individuals and families to access/maintain permanent and affordable housing, support, social and health services.

Stakeholder Engagement

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

- Department of Housing
- Public Trustee
- Public Guardian
- Queensland Police Service
- My Aged Care
- National Disability Insurance Scheme
- National Redress Scheme
- Services Australia (including Centrelink)
- Forde Foundation
- Knowmore Lawyers

Collaboration within the Cluster and across Micah Projects Clusters and initiatives may include:

- Inclusive Health Partnerships
- Homelessness to Home
- Domestic and Family Violence

Key Responsibilities

Service Delivery

- Promote a culture of respect, safety, and trauma informed approaches.
- Assist individuals through a team-based approach to resolve their crisis and identify solutions, including enhancing their resilience and coping mechanisms, and establishing or re-establishing support networks.
- Use tools and processes for planned support and coordination with other agencies.
- Maintain a high quality of work with individuals and families and well documented case notes using the Data and Case Management system.
- 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.
- Develop the observation and engagement skills required to understand the dynamics of groups of people who use substances.
- Support individuals to access appropriate grants through the Forde Foundation
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011
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- Assist Team Leaders to undertake administrative, practice and quality requirements in Micah Projects systems.
- Perform other relevant duties as assigned.

Data Management

- Complete administration and data collection for reporting and updating the participant management systems.
- Maintain a high quality of work with individuals and families as evidenced by well documented case notes and support plans using the organisational database.
- 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.

Collaborative practice

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

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.

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 certificate, diploma or tertiary qualification and extensive experience, or a combination of experience, expertise, and competence.
- Demonstrated knowledge and experience of working with people who have experienced disadvantages and build on knowledge of the support services system for Forgotten Australians across Australia.

- Demonstrated effective communication and problem-solving skills to maximize participant care within the multidisciplinary team.
- Demonstrated ability, and commitment, to work collaboratively within a team and with external stakeholders.
- Evidence of effectiveness of communication style, 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.

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 _____