



# Family Support and Advocacy Worker

## Targeted Family Support

## Homelessness Child Protection



### 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 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 in appropriate 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

<b>Position Title</b>	Family Support & Advocacy Worker	<b>Team</b>	Targeted Family Support
<b>Reports to</b>	Program Co-ordinator Homelessness Child Protection Team	<b>Line Manages</b>	NIL
<b>Classification/Award</b>	SCHADS Level 4/5	<b>Talkin</b>	Program Coordinator
<b>Based at</b>	West End	<b>Backup when absent?</b>	Families to Home

**Home for Good – Homelessness Child Protection**

The purpose of this program is to provide coordination and direct support to families with children unborn to 17 years of age presenting with child protection concerns or involvement with the Department of Child Safety, Seniors and Disability Services.

The Family Support workers within the Homelessness Child Protection Team will provide individualised, planned case management support for families experiencing homelessness or at risk of homelessness with co-occurring domestic violence and child safety concerns in Brisbane, thereby contributing to an existing multidisciplinary team structure.

Outreach to hotels and temporary housing and/or home visiting will help create safe pathways for parents to access services and resources they need such as DFV safety planning, preparation for birth, navigation and coordination with Maternity Care, Hospitals and Child Safety (Child Safety Family Support Worker), housing pathways, move into housing, practical assistance to set up the home environment, emotional support, maternity care and education, mental health screening for mothers, parenting support and education, understanding tenancy, Family Protective Factors Assessment and navigating systems, especially DFV and Child Protection as per individual assessments.

# Position Description

## As the Family Support & Advocacy Worker, you will...

provide consistency in coordination and direct support to referrals for families with children unborn to 17 years of age presenting with child protection concerns or involvement with the Department of Child Safety. This position will involve a mixture of planned case management, outreach support, coordination and problem solving with the identified families, and with other teams supporting families that are experiencing child protection concerns and accessing services through Micah Projects.

### Stakeholder Engagement

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

- Participant families
- Department of Child Safety
- Department of Housing
- Youth Justice
- QLD Heald
- QLD Police
- Other Stakeholders

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

- Healthy and Safe Start
- Families Crisis
- Families Homestay
- BDVS
- Inclusive Health

### Key Responsibilities

#### Service Delivery

- Undertake outreach strategies to families to increase their capacity to address issues that have required their involvement with the Department of Child Safety, including enhancing their resilience and coping mechanisms.
- Provide planned case management and support in order to improve identified families ability to achieve and sustain appropriate tenancy, to access appropriate health services, including maternal care during pregnancy.
- Work from a person-centred approach to identify goals and to link with appropriate services to meet their needs, in negotiation with the Team Leader and other partnering service providers.
- Promote a culture of respect, safety, and trauma informed approaches.
- Commitment to child and vulnerable adult safeguarding.
- Empower and foster independence for families through participation and access to appropriate resources, opportunities and other services within the community.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance.
- 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**

- Provide proactive and supported referral to specialist services.
- 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

<b>Criminal History Screening</b>	<input type="checkbox"/> National Police Certificate	<input checked="" type="checkbox"/> Blue Card
	<input type="checkbox"/> Yellow Card	<input type="checkbox"/> APHRA Registration
<b>Driver's License</b>	<input checked="" type="checkbox"/> Essential	<input type="checkbox"/> Desirable
<b>Travel</b>	<input checked="" type="checkbox"/> Essential	<input type="checkbox"/> Desirable
<b>Assets Provided</b>	<input checked="" type="checkbox"/> Work Computer	<input checked="" type="checkbox"/> Work Phone
	<input checked="" type="checkbox"/> Pool Vehicle	<input type="checkbox"/> Packaged Vehicle

## Essential

- Relevant Human Services diploma or tertiary qualification and extensive experience, or a combination of experience, expertise, and competence.
- Demonstrated knowledge and experience of working with families who have experience disadvantage and homelessness using a case work model.
- Evidence of effectiveness of communication style, written and verbal skills, and IT competencies (including Microsoft Office and other IT systems).
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles.
- 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 of various systems in Queensland including child protection, housing, health and education.
- Current First Aid Certificate

## 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** \_\_\_\_\_

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<b>Document History</b>		<b>Version Number</b>	01
<b>Original Date</b>	December 2023	<b>Revised Date</b>	June 2024

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