

Primary Health CSA Local Link Advocate

Brisbane Domestic Violence Service



Who we are

Micah Projects is a community based, not-forprofit 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

Position Title	Primary Health CSA Local Link Advocate	Team	Primary Health Network Capacity Building & Local Link Program
Reports to	Team Leader	Line Manages	N/A
Employment Status	Contract, Part time, Full time	Hours of Work (per week)	38
Classification/Award	Level 5, SCHADS 2010	Talkin	Team Leader
Based at	Inala	Backup when absent?	PHN Local Link Team

Primary Health Network Capacity Building & Local Link Program

The Brisbane South Primary Health Network Capacity Building and Local Link Program enhances workforce capabilities within general practices and Aboriginal and Torres Strait Islander Community Controlled Health Services in the southern region of Brisbane LGA. This program also evaluates referred patients who have suffered from domestic, family, sexual violence, or child sexual abuse, facilitating triage to the most suitable referral services. Case management is provided only when necessary, such as when referrals are delayed or for safety reasons.

Additionally, the program strengthens system integration by fostering understanding and collaboration between the DFSV, child sexual abuse sectors, and the primary healthcare sector. It focuses on identifying and addressing systemic barriers that hinder the integration of primary healthcare into a coordinated response to DFSV and child sexual abuse.

Position Description

As a Primary Health CSA Local Link Advocate, you will...

work as part of the Micah Projects team and be actively involved in connecting with GPs and primary health services. Your role focuses on supporting individuals who have experienced childhood sexual abuse and support them to live free from abuse and promote change within community and systems to achieve safety, equality, and

respect. You will regularly visit and engage with local health providers to better support these victim-survivors, linking them effectively with relevant agencies.

Stakeholder Engagement

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

- Queensland Fire and Emergency Services
- Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts
- Department of Child Safety, Seniors and Disability Services
- Department of Youth Justice
- Community Service Organisations
- General Practice Clinics
- Aboriginal and Torres Strait Islander Community Controlled Health Services
- Queensland Health
- Queensland Police Service
- National Disability Insurance Scheme
- Services Australia (Centrelink, Medicare and National Redress Scheme)

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

- Inclusive Health Partnerships
- Homelessness to Home
- Domestic and Family Violence
- Lotus Support Services
- Women, Children & Families
- Supportive Housing

Partnerships:

- Brisbane South Primary Health Network
- Government and non-government services working within an integrated response to domestic, family, sexual violence, or child sexual abuse

Key Responsibilities

- Build and strengthen referral pathways between primary health care providers into the Local Link service system.
- Your role may extend to assisting victim-survivors of domestic family and sexual violence, recognising the intersections of these experiences, and ensuring tailored support that addresses the unique challenges and needs of all victim-survivors across these overlapping domains.
- Provide incidental and planned case consultation and advice to primary health care providers in recognising, responding, and referring patients. Additionally, you will assist in delivering training programs designed by the Education and Training Lead, providing both planned and incidental learning for primary health care providers to promote safety, change within the community and systems, and build their knowledge and capacity to support patients.
- Respond to and triage referrals from Primary Health care providers into the Brisbane region domestic, family or sexual violence, or childhood sexual abuse service system.
- Support victims of childhood sexual abuse, domestic violence and sexual violence using a trauma informed approach.
- Provide comprehensive risk assessment and safety planning using evidence-based tools.

- Within a case-management model provide support, advocacy, referral, and case coordination focusing on maintaining safety for victims and survivors.
- Work within an integrated response ensuring smooth and responsive referrals, support, and access services to participant
- Provide centre-based and outreach support to participants.
- Maintain a high quality of work with individuals and families as evidenced by well documented case notes and support plans using the organisational database.
- Empower participants and foster their independence and access to appropriate resources, opportunities, and services within the community.
- Establish and maintain positive relationships with government and non-government services.
- Provide services that adhere to principles of cultural sensitivity and assist with connection to culturally specific programs where appropriate.
- Ability to work in a crisis environment and respond to multiple demands.
- Perform other duties as assigned by Supervisors.

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

- Demonstrated experience in working with people in case management.
- Demonstrated knowledge of and ability to apply current theory and practice relating to childhood sexual abuse including using a trauma informed approach to support and advocacy.
- Demonstrated ability to work with both government and non-government agencies in a case coordination model.
- Demonstrated knowledge of culturally sensitive practice when working with Aboriginal and Torres Strait Islander peoples, and people from a culturally and linguistically diverse background.
- Knowledge of or ability to rapidly acquire technical understanding of relevant legislation and regulations, specifically The Domestic and Family Violence Protection Act 2012 Section 5A Information Sharing and The Child Protection Act 1999.
- Knowledge of or ability to learn cross-disciplinary responses to domestic, family, sexual violence.
- Relevant experience and or appropriate qualification including certificate, diploma, and tertiary qualification according to level of responsibility.
- Demonstrated knowledge and use of IT systems including personal information and case management systems, data collection, Microsoft products.
- Complete any other duties assigned from leadership.

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

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