

# Supported Tenancies for Young Parents Senior Support and Advocacy Worker

Wellspring- Moreton Bay



## 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 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

Supported Tenancies for Young Parents  
Senior Support & Advocacy Worker

## Team

Wellspring – Moreton Bay

## Reports to

Team Leader

## Line Manages

Supported Tenancies for Young Parents Support and  
Advocacy Worker

## Classification/Award

SCHADS Award – depending on experience

## Talkin

Team Leader

## Based at

Caboolture

## Backup when absent?

Wellspring - Moreton Bay Support and Advocacy  
Workers

## Supported Tenancies for Young Parents – Moreton Bay

The program will implement Micah Projects' successful tenancy sustainment approaches to the Moreton Bay and Maroochydore regions in conjunction with our existing Caboolture and Redcliffe young parents' programs (Young Mothers for Young Women – YMYW) and Caboolture Women's and Girls' Health Hub, along with established partners.

Services will be delivered in partnership between Micah Projects and the Department of Housing and Public Works, working collaboratively to provide mobile support to young parents and pregnant women (young families) aged between 16-25 who are living in social housing and at risk of homelessness.

Supported Tenancies for Young Parents Support and Advocacy workers provide an assertive outreach approach; young parents will receive **tailored support and advocacy** to address barriers, challenges or underlying issues they may be experiencing that are impacting their ability to maintain a tenancy. Recognising that risks occur at the individual and system level, tenancy sustainment support will sit at the centre of a range of supports to stabilise the young parent's situation and put them, their family and their children on a path to achieving long-term goals.

**Supported Tenancies for Young Parents** support and advocacy workers provide planned case management support to help families reach their goals, including:

- Information on tenancy rights and responsibilities
- Advocacy and support when communicating with housing providers and other stakeholders
- Assistance with property maintenance
- Support with financial hardship, budgeting issues, or increased rental stress
- Support to increase safety relating to neighbourhood disputes
- Information, support, and referral to address barriers and challenges including:
  - Health and wellbeing
  - Community connection
  - Parenting and child development
  - Improving family functioning

# Position Description

**As the Supported Tenancies for Young Parents Senior Support and Advocacy Worker, you will...**

Provide advanced-level early intervention and tenancy sustainment support through intensive outreach to families experiencing housing instability or at risk of homelessness. You will exercise professional judgement, initiative, and specialist knowledge to deliver high-quality support, provide guidance to colleagues, and contribute to continuous improvement of practice within the team.

## Stakeholder Engagement

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

- Department of Housing
- Department of Child Safety
- Community Housing Organisations
- QSTARS
- Legal Aid Queensland
- Family and Child Connect
- ATSI Community Health Centre
- Child Health

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

- YMYW Caboolture and Redcliffe
- Family Connections – Caboolture
- Wellspring Women and Girls' Health Hub

## Key Responsibilities

### Service Delivery

- Promote a culture of respect, safety, and trauma informed approaches.
- Provide outreach support to assist families to address challenges that place their tenancy at risk by building resilience and problem-solving skills, improving financial stability and management of rental stress, and strengthening safety, wellbeing, and community connections.
- Work from a family-centered and trauma-informed approach to identify each family's housing goals and support needs. Collaborate with the Team Leader and partnering service providers to coordinate appropriate supports that promote housing stability and family wellbeing.
- Assess barriers impacting a family's ability to access or maintain safe and sustainable housing and develop strategies in partnership with families to address these challenges.
- Use the tools and processes established within the Homestay Families practice framework to deliver planned, goal-focused case management that supports tenancy sustainment and family wellbeing.

- Build and maintain collaborative relationships with housing providers, community organisations, and government stakeholders to strengthen service coordination and advocacy for families.
- Exercise a high level of interpersonal and communication skills when engaging with families and external partners, ensuring that practice remains family-focused and trauma-informed.
- Provide specialist advice, mentoring, and support to new or less experienced team members or students to promote consistent, high-quality practice across the team.
- Monitor and apply knowledge of relevant legislation, housing frameworks, and tenancy regulations to ensure all support and advocacy work aligns with current legal and organisational requirements.
- Contribute to service design, planning, and evaluation of **the Supported Tenancies for Young Parents Support** program delivery.
- Contribute to monitoring service quality and outcomes.
- 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 organisational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures and agreed upon evaluation processes.
- Contribute to the analysis of data trends to inform service improvements and reporting requirements.

### 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.
- Support cross-team collaboration by sharing knowledge and contributing to practice development initiatives across Micah Projects.

### 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.
- Contribute to continuous improvement activities, including policy and procedure feedback, reflective practice sessions, and quality audits.

# 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 Human Services tertiary qualification and extensive experience, or a combination of experience, expertise, and competence.
- A minimum of 5 years previous experience working with vulnerable young families, including those at risk of/or experiencing homelessness.
- Demonstrated capacity to engage and build respectful, trauma-informed relationships with families, and to maintain these relationships over time to support the achievement of long-term case management goals.
- Proven ability to expertly use assessment and planning tools within a case management framework to identify needs and goals, coordinate supports and promote positive outcomes for families.
- Deep understanding of child wellbeing, safety, and developmental needs, with the ability to assess and respond to risks in the home environment through trauma-informed practice, and a sound understanding of Child Safety legislation, reporting responsibilities, and effective communication with Child Safety services.
- Culturally sensitive practice when engaging with Aboriginal and Torres Strait Islander people, and with individuals and families from culturally and linguistically diverse backgrounds.
- Commitment to the values and principles of Micah Projects, and to maintaining a safe, healthy, and inclusive workplace in accordance with Work Health and Safety (WHS) requirements.
- Commitment to safeguarding children, young people, and vulnerable adults, and to maintaining ethical and accountable standards of practice in all service delivery.
- 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.

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