

Women's Support and Advocacy Worker

Women and Girls' Health Hub - Caboolture



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

Position Title

Women's Support and Advocacy Worker

Team

Women and Girls' Hub

Reports to

Women's Service Coordinator

Line Manages

N/A

Classification/Award

Level 5, SCHADS Award

Talkin

Hub Lead

Based at

Caboolture

Backup when absent?

Hub Team

Cluster/Team or Program Name

The Women and Girls' Health Hub is funded by Queensland Health to offer services to all women and girls with a focus on priority communities of women and girls who experience worse long-term health outcomes than the general population, due to significant barriers that impact these communities such as lack of culturally safe and appropriate health care. The Hub will offer a mix of medical, nursing, counselling, and social services. True Relationships and Reproductive Health and Women's Health and Equality Queensland will also be offering services from the Hub.

Position Description

As the Women's Support and Advocacy Worker, you will...

Work as part of the team within the Wellsprings Women and Girls' Hub to deliver outreach services that connect people with primary health care, housing, and other community-based supports by providing integrated care.

The Women and Girls' Hub operates within a multidisciplinary clinical primary health framework with a focus on the social determinates of health.

Stakeholder Engagement

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

- Metro North Health
- Caboolture Hospital and Health Service
- Brisbane North PHN
- Family and Domestic Violence Services
- First Nations Services
- Lady Gowrie Early Years Centre

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

- Inclusive Health Partnerships
- True Relationships & Reproductive Health
- Women's Health & Equity QLD (WHEQ)
- Respect Inc

Key Responsibilities

Service Delivery

- Promote a culture of respect, safety, and trauma informed approaches.
- Provide outreach and home visiting support, coordinated planned support, and advocacy to women and girls accessing the Women and Girls' Hub
- Provide holistic assessments of women and girls' 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
- Use the tools and processes developed by the team for planned support outlined in the practice framework and in coordination with other agencies
- Promote a culture of respect, safety, and trauma informed approaches
- Provide targeted and coordinated integrated health and social support response to women and girls to address their presenting needs

- Participate in care coordination meetings with the other relevant stakeholders to ensure continuity of care
- Work alongside individuals to improve their access to primary health care in the community, advocating when required with government departments, and community agencies for additional services provision.
- Provide education to empower individuals to maximise their opportunity to self-manage their health
- Work alongside individuals to access accommodation and long-term housing options, and sustain tenancies.
- Liaise and build mutually beneficial working relationships with both internal and external stakeholders
- Develop, implement, and review individual service or action plans in line with assessment tools.
- Develop an exit/transition framework with the participant.
- Work within the assigned role of Support and Advocacy Workers and adopt a team managed approach to work
- 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 Cluster Lead to undertake administrative, practice and quality requirements in Micah Projects systems
- Perform other relevant duties as assigned.
- 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

- 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

- A relevant tertiary qualification in the human services field and at least 3 years' experience and competence.
- Demonstrated understanding of the issues faced by women and girls
Demonstrated knowledge and experience of working with women and girls through assertive outreach and home visiting using a case work model.
- 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.
- 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 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 commitment to upholding child and vulnerable adult safeguarding principles.
- Demonstrated knowledge and use of IT systems, including CSNet, Best Practice and Microsoft products.
- A positive attitude, and the ability to work flexibly and proactively in a team environment and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles in the workplace.

Desirable

- Demonstrated knowledge and experience of working with women and girls
- An understanding of the service system responding to women and girls in the Moreton Region.
- Interest/experience in providing services to people experiencing homelessness or to those vulnerably housed and with complex support 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** _____