



## Family Support and Advocacy Worker

### Keeping Families Together



#### 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>	<b>Team</b>
Family Support & Advocacy Worker	Keeping Families Together
<b>Reports to</b>	<b>Line Manages</b>
Team Leader	N/A
<b>Classification/Award</b>	<b>Talkin</b>
Level 4, SCHADS 2010	Team Leader
<b>Based at</b>	<b>Backup when absent?</b>
West End	Team

**Keeping Families Together: A Supportive Housing Initiative**

The Keeping Families Together: A Supporting Housing Initiative aims to provide long-term, affordable, and safe housing for vulnerable families in Brisbane, with the objective of diverting at-risk families from involvement with Queensland’s child protection system.

This program delivers a supportive housing response model, combining a property and tenancy management component and a multidisciplinary support component and is delivered to 20 families throughout Brisbane.

# Position Description

## As a Family Support and Advocacy Worker you will...

work as part of the Keeping Families Together team providing a coordinated approach to sustaining tenancy and family stability. This is achieved through building greater awareness and understanding of the developmental and health needs of children who are tenants of the supportive housing program, using an adaptation of the Parents as Teachers (PAT) approach.

### Stakeholder Engagement

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

- Common Ground Queensland
- Participants
- Child Safety
- Department of Housing
- Childcare / Education Providers
- Health Services

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

- Organisational Services
- BDVS
- Other Micah Teams

### Key Responsibilities

#### Direct Engagement with Families and Children

- Using an integrated housing, health care, and early childhood response with specific support around the developmental needs of preschool children and prevention of separation due to child protection concerns.
- Undertake structured home/personal visits and group connection opportunities, in line with the PAT approach, focussed on parent-child interaction, development centred parenting and family wellbeing.
- Use the tools and processes developed by the team for planned support outlined in the PAT approach.
- To maintain a high quality of work with individuals and families as evidenced by well documented case notes and support plans using our service record system.

#### Interagency Collaboration

- Collaborate with the Common Ground Queensland to provide housing and support services.
- Collaborate with the Department of Child Safety on joint housing and safety plans.
- Assist women with safety planning and coordinate consultations with Domestic Violence services as needed.

- Coordinate with a range of health, social, early childhood, education, child protection and domestic violence service systems when needed.

### Team Engagement

- Promote a culture of respect, safety, and trauma informed approaches.
- Work in a Shared Leadership environment as outlined in Micah Projects Shared Leadership Charter.
- Contribute to an effective and supportive team environment ensuring a shared understanding of the vision, mission, values, and principles.

### Professional Practice

- Promote a culture of respect, safety, and trauma informed approaches.
- 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.
- 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.
- Perform other relevant duties as assigned.

## 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 diploma or tertiary qualification and extensive experience, or a combination of experience, expertise, and competence.

- A minimum of two years of previous experience working with young children and parents and an understanding of the issues faced by children of vulnerable families, including those at risk of or experiencing homelessness.
- Demonstrated understanding of child protection issues and an ability to assess risk using a strengths-based approach.
- Demonstrated ability to work with families in crisis and work in partnership with them to achieve their goals, using a variety of evidence-based intervention strategies.
- Sound knowledge of early childhood development and experience in delivering parenting support.
- 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, problem solving skills, an ability to advocate effectively, computer literacy, documentation of assessments and individual advocacy and support plans.
- Ability to become proficient in the application of the Parents as Teachers framework and willingness to become an accredited 'Parent Educator'.
- Demonstrated knowledge and experience of working with Aboriginal and Torres Strait Islander peoples.
- Demonstrated knowledge of working with people with a Culturally and Linguistically Diverse background.

## 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>	02
<b>Original Date</b>	December 2022	<b>Revised Date</b>	June 2024