



Systems Advocate Brisbane Zero



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	Team
Systems Advocate	Brisbane Zero
Reports to	Line Manages
Systems Change Lead	N/A
Classification/Award	Talkin
Level 6 SCHADS	Community Lead
Based at	Backup when absent?
West End	Systems Change Lead

Brisbane Zero

The Brisbane Zero collaboration aims to reduce homelessness for people sleeping rough by 2025. This includes individuals and families with children who are sleeping rough – on the streets, in parks, tents, or cars, and in/out of motels or emergency accommodation in the Brisbane Local Government Area. Our goal is to end rough sleeping by 2032.

We adopt the internationally successful Built for Zero framework to know individuals and families experiencing homelessness by name, ensuring homelessness is rare, brief, and non-recurring in our community.

Brisbane Zero works collaboratively with Build For Zero Team, Community Solutions in USA and the Australian Alliance to End Homelessness. Funding is provided by the Ellen Whitty Trust and other Service Delivery Clusters within Micah Projects.

Position Description

As the Systems Advocate, you will...

work in systems leadership and advocacy led role strategically developing, facilitating and communicating information to advance our collective work in the Brisbane Zero goals to prevent, reduce and end homelessness.

Stakeholder Engagement

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

- Brisbane Zero regional members, supporters, and collaborators.
- Australian Alliance to End Homelessness Members.
- Government and other agencies.
- Housing for Women's Safety and Security
- Logan Zero
- Ellen Whitty Trust
- Other Government, Private Enterprise and Philanthropic partners

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

- Cluster Leads.
- Health and Services Integration Cluster
- Home for Good Homelessness Services Cluster
- Organisational Services
- Wellspring Cluster
- Other Micah Projects Teams¹

Key Responsibilities

Service Delivery

- Identify urgent housing and support service needs and length of homelessness for families in the database to facilitate prompt matching.
- Conduct desktop research and data analysis to advance Brisbane Zero's advocacy efforts, identifying and developing innovative tools and content.
- Collaborate with the communications team to effectively raise awareness about preventing, reducing, and ending homelessness in our community.
- Participate in shared leadership and management activities locally and nationally with other Zero Projects across Australia.
- Work with the team to evaluate the effectiveness of programs and participate in external evaluations as required.
- Commitment to child and vulnerable adult safeguarding.
- 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.
- Perform other relevant duties as assigned.

Data Management

- Prepare papers, reports, and documentation to strengthen advocacy, planning, and policy.
- Prepare funding submissions aligned with Brisbane Zero's objectives to government bodies and other agencies.
- Support Brisbane Zero regional members in maintaining data accuracy and relevance in the Advance to Zero database.
- Ensure accuracy, completeness, and consistency of organisational data and records, in accordance with policies and procedures.
- 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

- Advance advocacy efforts outlined in the Brisbane Zero Action Plan, including leading coordination, attendance, and facilitation of advocacy groups such as the Brisbane Zero Housing for Women's Safety and Security Alliance and other relevant networks
- Coordinate weekly Service Coordination meetings with homelessness service providers and government agencies to match housing needs and support services for families. Update the Advance to Zero database weekly to reflect the status of families experiencing homelessness in Brisbane.
- 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.
- Organise workshops, events, and forums aligned with the goals of Brisbane Zero – Prevent, Reduce, and End Homelessness in our community.
- 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.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011.

Criteria and Conditions

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

Essential

- Relevant Human Services/Business/Administration certificate, diploma or tertiary qualification and extensive experience, or a combination of experience, expertise, and competence.
- Demonstrated high level of research, analytical and writing skills.
- Evidence of effective communication style, written and verbal skills, and IT competencies (including Microsoft Office and other IT systems).
- Experience and knowledge in the use of administration, data, record, and quality 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

- Previous history of employment in the social and community services sector
- Experience working in advocacy and stakeholder engagement.
- Experience in working in a shared leadership environment.

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 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	Version Number 01
Original Date December 2023	Revised Date July 2024

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