

Family Support and Advocacy Worker Family Connections



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 engage 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
Family Support & Advocacy Worker	Family Connections
Reports to	Line Manages
Team Leader	N/A
Classification/Award	Talkin
Level 4/5, SCHADS 2010	Team Leader
Based at	Backup when absent?
Hawthorne and Caboolture	Team

Family Connections: Keeping Children Safe & Well – Australian Clinical Trial
Family Connections is an approach developed and tested over more than 25 years in the USA.
The program is grounded in prevention and intervention sciences with a focus on supporting families too reduce risk factors and increase protective factors in the family environment. At its core, *Family Connections* is a strength based, systems orientated approach, offering in-home family support, that utilizes evidence-based assessment tools to identify needs and outcome driven service plans.

Position Description

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

work as part of the *Family Connections* team providing a strength based, systems-oriented approach utilizing evidence-based assessment tools to engage families in outcomes focused interventions aimed at keeping children safe. This team will work with families experiencing severe disadvantage, complex challenges and who are at high risk of escalating child protection involvement. *Family Connections* will use an adaptation of the *Family Connections USA* approach for a clinical trial across two sites, Brisbane and Caboolture.

Stakeholder Engagement

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

- 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
- Other Micah Teams

Key Responsibilities

Direct Engagement with Families and Children

- Using an adaptation of the Family Connections USA approach and tools.
- Build family capacities to keep children well and safe.
- Use the tools and processes developed by Family Connections USA for planned support.
- 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 other stakeholders, such as Child Safety, Children's Health QLD.
- Assist women with safety planning and coordinate consultations with Domestic Violence services as needed.

Team Engagement

- Promote a culture of respect, safety, and trauma informed approaches.
- Contribute to an effective and supportive team environment ensuring a shared understanding of the vision, mission, values, and principles.
- Facilitate a culturally safe workplace.

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 Leader 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 / Community 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 *Family Connections* framework and willingness to participate in the clinical trial and evaluation of the program.
- 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.

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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