



position description

Job Title:	Family Advocate
Position ID:	6380
Location:	Gubbi Gubbi (Kabi Kabi) Deception Bay
Division/Programme:	Client Services Family Support Services SEQ
Immediate Manager:	Program Manager

about us

yourtown is a trusted provider of services for young people, with a focus on mental health and wellbeing, long-term unemployment, prevention of youth suicide, child protection, as well as support for those experiencing domestic and family violence.

We exist to help young people realise they can tackle whatever life throws at them. To believe in their unique strengths, tenacity and self-determination, to identify and create the path they want for themselves.

Our goals are achieved through genuine collaboration with community, we depend on the support of donors, sponsors, governments and Art Union supporters to fund our vital services, to give children and young people the confidence to rise up and keep moving forward to achieve their potential.

yourtown has a zero-tolerance approach to abuse and we believe that Safeguarding is a shared responsibility of all, for all.

purpose of the position

The Family Advocate works with parents/carers and families to provide case management and mentoring support, in collaboration with the Child Development Workers, to support families to thrive.

responsibilities

May include, but are not limited to

- Work collaboratively with the team to deliver quality services that are culturally appropriate and enhance the lives of families by focusing on their strengths and inherent abilities:
 - Deliver services that are individually, and family focused in recognition that every person and every family system is unique.



- Deliver services that are client centered, family-focused, strengths -based. Trauma informed, professional and aligned with child and vulnerable adult safety requirements.
 - Create opportunities for change in the lives of children and their families through enhanced developmental, social, emotional and physical health outcomes.
 - Work with diverse families including but not limited to, parents with varied learning abilities, complex mental health needs, physical limitations, and those engaged with Child Protection without children currently in their care.
- Support families with high-quality case planning and practical intervention that improve their wellbeing and family functioning:
 - Undertake intake, varied assessments, and program orientation.
 - Develop and manage collaborate case plans and determine appropriate interventions that incorporate personal, child, family, and environmental factors to strengthen individual capacity, parent-child attachment and whole of family functioning.
 - Complete risk assessments and develop risk management plans for individuals and families where needed. Respond appropriately to incidents and identified risks in line with agreed duty of care practices.
 - Work collaboratively with the Child Development Worker to support children's wellbeing and development, as well as parent's skills and confidence to improve their children's physical, social, intellectual, and emotional development.
 - Coordinate a range of referrals and support to internal and external services as identified in the case plan, providing assistance to engage with these services as required.
 - Engage families in outreach activities and events both in home and in community.
 - Actively participate in co-case planning meetings, joint case reviews and general team meetings to ensure services delivered are of a high-quality, are professional, client-centered and meet operational requirements.
 - Support families' active engagement and incremental progression, to develop their capacity over time, and prepare them for sustainable engagement within the community post exit.
- Develop and maintain knowledge of relevant support agencies and services; participate in networking opportunities to develop collaborative relationship with key stakeholders.
- Liaise and collaborate with external agencies such as Child Safety, Department of Housing, Youth Justice, drug and alcohol services, mental and general health providers, education and training and employment services, to ensure integrative responses and to advocate for families' needs.
- Work collaboratively with the team to plan a monthly calendar of activities that incorporates a variety of parent education, life skills, personal development, self-care, and parent/child interactives that are delivered both on site and in community.
- In collaboration with the Child Development Worker Plan, develop, implement and evaluate interactive workshops for small groups that are responsive to current cohort needs and interest, including actively engaging specialty external service providers where necessary to ensure quality outcomes.
- Provide transport duties as required.
- Develop and maintain client records and any other relevant documentation in an accurate and timely manner.
- Maintaining currency of knowledge with regards to relevant legislation and policies, including child safety and domestic and family violence.



- Contribute to ongoing learning through a commitment to professional development and reflective practice.
- Actively participate as a team member ensuring clean and effective communication and an adherence to yourtown values.
- Assist/participate in program development, review and evaluation in collaboration with the Program Coordinator and Services Manager.
- Participate in regular performance reviews and practice supervision.
- Participate in other duties as may be required in order to achieve efficient and effective **yourtown** services.

at **yourtown** our team members:

- Adopt a culture of individual and organisational accountability, shared mission, mutuality of respect and responsibility, growth mindset and continuous improvement.
- Invest in their own ongoing professional development and leadership capability through active learning, seeking feedback and participating in **yourtown** leadership impact opportunities.
- Solve team and organisational problems using a super team approach leveraging cross functional capabilities and skills with diverse thinking to create a future ready workforce.
- Engage respectfully and meaningfully with Aboriginal and Torres Strait Islander communities, stakeholders, clients, and colleagues. Actively support initiatives identified in **yourtown's** Stretch Reconciliation Action Plan 2023-2025.

selection criteria

Essential knowledge, skills, abilities:

- Relevant tertiary qualifications in Social Work, Human Services or other relevant fields, with 3 years' experience working with disadvantaged and diverse families.
- Understanding of relevant legislation and government policy impacting on disadvantaged families and their children.
- Knowledge and understanding of the diverse range of issues impacting on families, including culture and heritage, and a demonstrated ability to engage young families.
- Understanding of the underlying principles of a strength-based Case Management framework.
- Demonstrated experience applying the principles of a strengths-based, trauma-informed case management framework.
- Demonstrated ability to establish and participate in networks for the delivery of appropriate individual and group services to young families.
- Demonstrated experience in workshop planning and delivery for young people.
- Demonstrated skills in verbal and written communication including sound computer, negotiation and conflict resolution skills, report writing, the ability to impart knowledge.
- Ability to work with and contribute to a team, and independently, to support the needs of children and young parents.



requirements

The Family Advocate must always:

- Comply with the relevant state or territory requirements for working with children.
- Maintain satisfactory National Criminal History Check.
- Possess an unrestricted current Driver's Licence.
- Comply with **yourtown** immunisations requirements.
- Demonstrate conduct compliant with **yourtown's** Code of Conduct.
- Maintain confidentiality and discretion in all matters.
- Align to our mutuality of safety and wellbeing for self and others in all **yourtown** workplaces and work-related activities.
- Uphold the **yourtown** safeguarding commitment in every aspect of your role.

Review and Version Control				
Version	Authorised by	Approval Date	Effective Date	Comment
V1.1	SF P&CBP	20/03/2024	20/03/2024	Refreshed to new template. TT