



position description

Job Title:	Women & Family Advocate - Housing
Position ID:	New
Location:	Mununjali Scenic Rim
Division/Programme:	Client Services
Immediate Manager:	Client Services Coordinator

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

This role will provide high quality support to women, young people and children who are clients of **yourtown's** Domestic & Family Violence service as they transition from Refuge into longer term safe and sustainable accommodation in the community. The Housing Advocate provides practical support and interventions to increase client's safety and wellbeing post refuge through the lens of a multi-level practice framework in collaboration with the team.

responsibilities

May include, but are not limited to:

- Work collaboratively with the team to deliver quality services that enhance the lives of participants by focusing on their strengths and inherent abilities:
 - Deliver services that are individually focused in recognition that every person is unique.
 - Deliver services that are client centred, strengths based, outcome focused, trauma informed, professional and aligned with child and vulnerable adult safety requirements.
 - Create opportunities for change in lives of children, young people and their families through enhanced developmental, social, emotional and physical health outcomes.

- Support women and their families with high quality support plans, and practical and therapeutic interventions that improve their safety and wellbeing:
 - Determine appropriate interventions that apply theoretical knowledge of domestic and family violence, specifically trauma informed care, social justice and other relevant models for women and children in domestic and family violence Refuge.
 - Utilising a strengths-based case management framework conduct comprehensive risk assessments of domestic and/or family violence to identify safety risks and vulnerabilities and respond to identified risks and needs through a collaborative team approach.
 - Provide high quality effective practical support to women and children, that includes information that offers a range of available options, to assist with those options and advocate on their behalf when required.
 - Apply an understanding of the impact of violence when assisting and advocating for women with their legal, criminal and/or child protection matters and provide court support as required.
 - Apply an understanding of the impact of violence when assisting and advocating for women with their housing needs and supporting women to address barriers to housing and advocating on behalf of women with key stakeholders, including housing providers and relevant tribunals as required.
 - Support the children's wellbeing and development, as well as parents' skills and confidence to improve their children's physical, social, intellectual and emotional development.
 - Assess for complex trauma and respond to behaviours with compassion and consideration to the impact of trauma on child development and lifespan development.
 - Apply theoretical knowledge in domestic violence, parenting attachment and trauma informed care to plan, develop and implement individual and/or family activities for women and children onsite and offsite that supports social skill development.
- Work collaboratively with the team to provide individually tailored support to families:
 - Network to develop collaborative relationships with key stakeholders that supports an integrative response to build community capacity to successfully link families to support services during and post exit
 - In a limited capacity provide practical support at appointments, driving and transport duties as required by the site.
 - Assisting these families to exit temporary accommodation, establish, and independently sustain tenancies.
 - Maintain confidentiality and respond appropriately to risks that require a duty of care response.
 - Maintain client records in an accurate and timely manner, including client information systems in collaboration with team members and in accordance with organisational policies and procedures.
 - Contribute to continuous learning by working as part of a multidisciplinary team, actively participate as a team member to address team priorities and directly support the team on a day to day basis.



- Participate in regular staff meetings and collaborative reviews with key stakeholders.
- Maintain knowledge of current legislation and policy including Child Protection, Domestic and Family Violence, Family Law, Residential Tenancy Authority and Queensland Civil and Administrative Tribunal.
- Work within organisational and occupational health and safety policies and procedures.
- Participate in other ad hoc duties as may be requested in order to achieve the objectives of the service in assisting families in refuge.
- A commitment to supervision and professional development that includes Client Skills Training.
- This position involves participation in rostered shift work Monday to Saturday and rostered on-call responsibilities (approximately every 5 weeks) which potentially includes call back to site.
- Participate in and meet the requirements for Practice Supervision and Client Skills Training.
- Demonstrate an understanding of and meet the requirements of the position and all performance expectations including:
 - Maintaining currency of knowledge with regards to relevant legislation, professional practice and emerging trends to ensure advice is current and effective.
 - Participating in other duties and cross-functional teams as may be required, in order to achieve efficient and effective **yourtown** services.
 - Participating in and meeting the expectations as agreed pursuant to the Organisational Performance Framework.
 - From time to time assist in other locations and travel intrastate, or interstate, as required.

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 and giving 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:

- Diploma level qualification in Social or Behavioural Sciences with three (3) years' experience in family and youth services with some experience in working with women

and children who have experienced domestic and family violence; or five (5) years' relevant experience.

- Ability to work within a clear client centred, trauma informed strengths-based framework This includes a demonstrated understanding of case management with assessment frameworks related to Child Protection, Parenting and Family Work, Family Violence, Mental Health and Drug & Alcohol issues.
- Experience in planning, implementing and facilitating appropriate individual support and groups for women and children who have experienced domestic/family violence.
- Demonstrated ability to participate in and contribute to relevant networks for the delivery of appropriate services to families experiencing violence.
- Demonstrated ability to work both independently and within a team environment. with sound problem solving skills, and highly developed planning and time management skills to be able to work across a number of projects.
- Knowledge and understanding of the diverse range of issues impacting on families, including culture and heritage.
- Working knowledge of legislation and practices specific to domestic violence, child protection, income support, court procedures and processes.
- Demonstrated skills in verbal and written communication including computer skills. negotiation and conflict resolution, report writing, the ability to impart knowledge and group activity planning.

Desirable knowledge, skills, abilities:

- Previous experience or knowledge of accommodation and housing pathways that would support families resettling into community would be advantageous for this role
- Demonstrated experience working with people experiencing domestic violence who are homeless or at risk of becoming homeless
- Knowledge of the issues associated with homelessness, including knowledge of resources and homelessness services in SE Queensland
- Experience working with people from culturally and linguistically diverse (CALD) and Aboriginal and Torres Strait Islander backgrounds.

requirements

The Women & Family Advocate - Housing 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.
- Maintain First Aid and CPR certification.
- Comply with **yourtown's** immunisation procedure.
- Demonstrate conduct compliant with **yourtown's** Code of Conduct.
- Maintain confidentiality and discretion in all matters.
- Align to the 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 their role.



Review and Version Control				
Version	Authorised by	Approval Date	Effective Date	Comment
1.01	Jemma Coles	28/03/2024	28/03/2024	Introduction of a dedicated Housing worker