








Ph: 07 3826 1500  
Email: yfs@yfs.org.au  
**Feedback line: 07 3826 1596**  
PO Box 727 Woodridge Qld 4114  
www.yfs.org.au

## Role description

Role Title	Child and Family Practitioner
Team	Intensive Family Support (IFS)
Location	Jimboomba
Classification Level	5
Reports to	Program Manager - Intensive Family Support (IFS)

**Our Vision** - Building independence and participation.

**Our Purpose** - YFS backs people to overcome adversity and to thrive.

- Our Values** -
-  **Excellence** - we deliver high quality services and have high expectations
  -  **Integrity** - we act honestly and openly
  -  **Optimism** - we think and act with confidence about people and the future
  -  **Steadfastness** - we persist to overcome barriers and adversity with our clients
  -  **Courage** - we challenge ourselves and others to create change



YFS has a long history of working with and empowering First Nations peoples.

The [YFS Cultural Framework](#) sets out our continuing commitment and the actions we will take as a community member, a service provider and an employer to back First Nations peoples to achieve their aspirations and thrive

YFS is committed to promoting a unified, harmonious, safe and inclusive community. We recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

*We pride ourselves on ensuring our services and work environments are safe, inclusive, welcoming and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.*

## Primary purpose

This role resources parents to fulfil their responsibilities to protect and care for their children, and to strengthen their families to respond to challenges and thrive in their future. We do this through understanding people, doing what it takes, enabling change, working together, listening and learning and influencing the world around us.

## Key accountabilities

### Service delivery

- Provide purposeful and tailored case management services to families. This includes assessment, planning, service delivery in accord with goals, reviewing and record keeping.
- Provide parent coaching support that builds on a family's aspirations to give their child the best start in life.
- Model and mentor families by providing practical strategies and assistance in such areas as parenting skills, routines, travel, budgeting and tenancy commitments.
- Develop information resources for families and support referrals to other services as required such as medical and mental health professionals, drug and alcohol supports, domestic violence specialist services, child development services, child and youth mental health, education and employment support, and social connections.
- Complete and apply the Queensland Department of Child Safety, Seniors and Disability Services' "Structured Decision Making (SDM) Tools" in line with the SDM policy and procedure manual.
- Link with appropriate internal and external specialist supports to promote positive change in family circumstances.

### External relationships

- Build and foster collaborative partnerships with other agencies and stakeholders to provide and maintain effective, accountable services for clients, and report on developments.
- Build a network of contacts in other relevant organisations and ensure YFS's image and reputation is maintained.

### Leadership and values

- Apply YFS values, ethics, policies and procedures across all work practices. Contribute to the resolution of work-related matters by being honest, approachable and responsive.

### Teamwork and collaboration

- Contribute to developing a cohesive team by participating in meetings, scheduled activities and team processes. Share information, communicate and present ideas in team meetings.
- Work with other team members to implement new and/or adapt existing work methods to improve service delivery. Identify and respond to changing needs of clients and/or YFS.
- Work with other YFS teams to promote integrated service delivery for appropriate families.

### Professional accountability

- Use YFS and partner information and resources accountably.
- Undertake work in accordance with team standards and YFS policies, protocols, and procedures, including workplace health and safety, risk management, and relevant legislative requirements.
- Work within the standards and principles of safeguarding children and vulnerable adults.

### Problem solving and decision making

- Identify and resolve problems, and contribute to improving working processes and procedures to improve service delivery to clients.

## Administration

- Enter data, maintain records and complete documents in line with YFS document management and record keeping procedures.

## Cultural respect

- Acknowledge the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience
- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds.

## Relevant skills, knowledge and experience

### Experience and qualifications

- Relevant tertiary qualifications (Degree in relevant discipline) and/or experience are essential.

### Knowledge and experience specific to the role

- Demonstrated knowledge, skills and experience in working with families with children and young people experiencing disadvantage within a case management framework.
- Demonstrated knowledge of childhood development and how to address family and household concerns.
- Demonstrated experience in applying an appropriate framework for assessment and intervention in relation to family violence and child protection.
- Has sufficient knowledge and practice expertise to judge and assess available research, and standard client service delivery situations and problems and recommend appropriate solutions.
- Demonstrates trauma-informed practice in their client work and can coach families in strategies to lead them to pathways of independence and participation.
- Demonstrated understanding of cultural contexts and the unique needs of Aboriginal children and young people.
- Effective written communication skills to write correspondence and prepare short reports.
- Demonstrated organisational skills to plan and prioritise work efficiently and effectively and manage competing demands and priorities
- Well-developed interpersonal communication skills to engage with a range of people (e.g. young people and families, education providers, community practitioners and specialist clinicians) including people from diverse cultural and socio-economic backgrounds.
- Teamwork skills with the ability to contribute to a productive and harmonious team environment
- Refer to the level 5 competencies in the Social, Community, Home Care and Disability Services Industry Award.

## Other role requirements

- Work out of hours when required to respond to client needs (e.g. to assist with before and after school routine and engagement with weekend events)
  - Current Queensland C Class driver licence
  - Current First Aid Certificate, or ability to obtain
  - Current Positive Notice Blue Card
  - Current National Police Check.
- 

## Additional information

An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All employees are required to observe YFS' policies and procedures. Employment in the position will be subject to an annual performance plan and review, with initial appointment subject to a probationary period of five months.