

**Pine Rivers Neighbourhood Centre**

865 Gympie Road, Lawnton, QLD 4501  
PO Box 489, Lawnton, QLD 4501  
Phone 07 3889 0063 Fax 07 3285 1531  
Email [encircle@encircle.org.au](mailto:encircle@encircle.org.au)  
Web [www.encircle.org.au](http://www.encircle.org.au)

**Pine Rivers Community Legal Service**

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Phone 07 3881 3500 Fax 07 3285 1531  
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Web [www.encircle.org.au](http://www.encircle.org.au)

**Redcliffe Neighbourhood Centre**

1 Lamington Drive, Redcliffe, QLD 4020  
PO Box 2102, Redcliffe North, QLD 4020  
Phone 07 3281 3081 Fax 07 3285 1531  
Email [redcliffe@encircle.org.au](mailto:redcliffe@encircle.org.au)  
Web [www.encircle.org.au](http://www.encircle.org.au)

**Young Parents Program**

119 Stafford Road, Kedron, QLD 4031  
PO Box 1179, Stafford, QLD 4053  
Phone 07 3357 9944 Fax 07 3857 8021  
Email [ypp@encircle.org.au](mailto:ypp@encircle.org.au)  
Web [www.encircle.org.au](http://www.encircle.org.au)

16<sup>th</sup> Oct, 2020

**REVISED APPLICATION PACKAGE – FAMILY SUPPORT YOUNG PARENTS WORKER (PART TIME – 9 day fortnight)**

Applications are open for the position of Family Support Young Parents Worker at Encircle Ltd. This is a part time position for 67.5 hours per fortnight and is based at Encircle's Young Parents Program at Kedron. This position is a 12 month contract with possibility of extension.

Encircle Ltd is a not for profit community owned and operated organisation for individuals and families in the greater North Brisbane area. At a variety of locations, Encircle Ltd identifies and responds to local community needs and offers a flexible range of support services, activities and opportunities within a safe and welcoming environment. Encircle Ltd is focused on early intervention and prevention, and encourages community participation with a strong volunteering philosophy. Encircle Ltd has a growing staff team of more than 50 paid employees and 250 volunteers.

The Family Support Young Parents Worker is responsible for providing quality family support case management and group work services to vulnerable young families with complex needs as part of the Greater North Brisbane Family Support team at Encircle. The Family Support Young Parents Worker provides a prevention and early intervention outreach support service to effectively assist families to achieve outcomes. Additionally, the Family Support Young Parents Worker coordinates and facilitates group work to further assist young parents to build capacity and improve individual and family wellbeing. This support is provided utilising a strength based, child-centred, family focused approach. The Family Support Young Parents Worker reports to the Family Support Services Manager of Encircle. We are looking for an innovative individual to join our multidisciplinary team who can deliver effective, efficient and high quality services to meet the needs of stakeholders in accordance with the relevant Department of Child Safety, Youth and Women service agreement.

Encircle Ltd is looking for a qualified Family Support Young Parents Worker with experience in family support and case management and a thorough knowledge of child protection legislation and practice. Additionally, a comprehensive knowledge of child development, antenatal care, and experience working with young parents is highly desirable.

The following documents are enclosed:

1. Practice Framework Policy
2. Position Description

In no more than two pages, your application should address the selection criteria and outline your suitability for the role. Please include a current resume in your application. Applications are to be lodged by email, clearly marking the subject line "Confidential, Family Support Young Parents Worker application" and emailed to [lisar@encircle.org.au](mailto:lisar@encircle.org.au)

Closing date for applications is 5pm on Monday 26<sup>th</sup> Oct, 2020. Any enquiries for this position can be directed to Lisa Rosta, Family Support Services Manager on 3889 0063.

Yours sincerely,

Lisa Rosta

# ENCIRCLE LTD

## Practice Framework Policy

Date Adopted: \_\_\_\_\_

Signature: \_\_\_\_\_

### **RATIONALE**

The Practice Framework provides a shared understanding of how the mission statement, “Strengthening individuals and families to take informed control of their lives and together enriching our communities.” is enacted in all the services and programs of Encircle Ltd

### **POLICY STATEMENT**

Encircle works within a Strength Based Framework in all interactions with the community it supports. A Strength Based Framework works alongside people to:

- identify and build on their competencies, resources and capacities rather than focus on perceived deficits
- identify and build on change that is naturally occurring and within the individual's control
- acknowledge that people are experts in their own lives, and uses language that reflects this
- see the problem as the problem, rather than the individual or group as the problem
- assist people to define their aspirations and goals and focus on the future
- recognize that change is constant and inevitable
- support self-determination through genuine choice and the right to participation, inclusion and consultation

At an organizational level and at a board (governance) level this influences processes, including how we evaluate, give and receive feedback, work collaboratively, make decisions and engage with new ideas. It also facilitates a mutual learning environment that values self-reflective practice.

### **ENCIRCLE'S WORK IS**

#### **Community development oriented**

The term "community" refers to both geographic communities and communities of interest:

- geographic communities i.e. people who identify with geographic areas
- communities of interest i.e. people who share a common history, culture, religion, experience or particular interest.

Community development strengthens individuals and groups to affect change in their own communities by engaging with others and building the skills and tools they need to bring about the desired change. A community development approach:

- involves individuals, families and communities in planning, direction setting, decision making and actions that impact on them
- builds the capacity of individuals, families and communities to address and find solutions to issues, and to set and achieve goals
- works collaboratively to achieve agreed outcomes

### **Child and young person centred**

A child and young person centred approach means that children and young people are:

- at the centre of the process
- treated with respect and dignity
- given appropriate opportunities to participate and to be listened to
- supported and involved in developmentally-appropriate ways
- recognized as experts on their own experiences
- given choices and involved in decision making
- supported within the family context to build skills and strategies for the future
- provided with opportunities to develop and strengthen their peer relationships
- supported to develop healthy identities and skills as young adults

### **Family focused**

A family focused approach:

- embraces the multiplicity of family types and situations
- requires workers to create a partnership with families, and work collaboratively with them
- includes family members in all decision making and planning activities at the level of participation they choose
- acknowledges the family members as the experts on their particular situation
- acknowledges families as the experts on their child's needs and abilities
- assists families to identify their strengths and build family resilience and resources
- involves families as participants in a continuous improvement processes

### **Prevention and early intervention focused**

Prevention:

- is underpinned by education and information
- employs activities and strategies that support and promote individual, family and community wellbeing
- builds capacity
- supports self-reliance

Early intervention:

- responds to individuals, families and communities that have displayed early signs of a risk or problem
- aims to minimize the extent of intervention required
- focuses on strengthening resilience
- may include follow up support after an initial intervention has been provided

**ENCIRCLE'S PRACTICE FRAMEWORK IS INFORMED AND GUIDED BY THE FOLLOWING OPERATING PRINCIPLES:**

**Social Justice**

Socially just practice is premised upon a commitment to access, equity, participation and rights for all members of the community, particularly those who are vulnerable or systemically marginalized, including but not limited to;

- children and young people
- women
- Aboriginal and Torres Strait Islanders
- those with mental health issues
- people who are homeless or at risk of homelessness
- unemployed people
- sole parent families

Implementing socially just practice means ensuring:

- everyone is informed about and has access to services regardless of education, religion, abilities, marital status, sexual orientation, health status, socio-economic status, gender, culture or other personal factors or life choices
- where necessary, positive discrimination strategies are applied to facilitate access and equity
- all position descriptions include "Demonstrated understanding of, and commitment to the principles of Social Justice" as a selection criterion
- Encircle's workforce is appropriately skilled in cross cultural awareness
- work practices are inclusive, promote a sense of belonging, and contribute to an environment in which everyone feels respected and valued
- the organisation, staff and volunteers act fairly, in good faith and without bias

**Professionalism**

Professionalism involves demonstrating a high standard of ethics and behaviour in all work activities:

- maintaining a commitment to best practice, innovation and ongoing learning and development
- maintaining personal and professional boundaries
- working in accordance with industry standards
- employing workers who are appropriately qualified

**Integrity**

Integrity involves honesty, truthfulness and authenticity; it is demonstrated by consistency and methods:

- in the development of the organisational mission statement, policies and procedures

- by working in accordance with the mission statement, policies, procedures and funding body standards
- by engaging in self-reflective practice
- by declaring any conflict of interests
- by ensuring appropriate use of the organization's resources

### **Transparency**

Transparency involves openness, communication and accountability and requires appropriate governance and reporting structures and systems, by ensuring:

- decision-making processes are based on consultation and collaboration i.e. people play an active part in decisions that will affect them
- rights, roles, responsibilities are explored and made explicit
- stakeholders understand the provisions (or boundaries) of privacy and confidentiality
- the right of individuals to access information relating to them

### **Respect**

Respect involves a high regard for people's intrinsic worth, their right to self-determination, participation and inclusion; it is demonstrated by:

- recognizing people's potential
- honouring and valuing people's strengths and seeking to learn from them
- acknowledging people's right to safety and resources
- valuing people's uniqueness and diversity

### **Partnership**

Partnership involves cooperation and/or collaboration and may be informal or formal. We will work in partnership with the community, other organisations and funding bodies in order to best meet the needs of clients and the community, and to maximise resources. When working in partnership we will:

- ensure there is a shared purpose and agreed outcomes
- ensure there are defined roles, responsibilities and procedures
- engage in shared decision making processes
- encourage mutual learning by sharing resources, information, knowledge and networks
- work to maintain strong and positive relationships.

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**Position:** Family Support Young Parents Worker  
**Reports to:** Family Support Services Manager  
**Hours:** 9 day fortnight; 67.5 hrs per fortnight  
**Classification:** Social, Community, Home Care and Disability Services Industry Award 2010 (Subject to Pay Equity Regulation 316) - Level 5.1. Salary sacrifice is available.  
**Type of Position:** Part Time position – 12 month contract

**Purpose of the Role:**

The Family Support Young Parents Worker is responsible for providing quality family support case management services to vulnerable young families with complex needs. Utilising a strengths based framework, the Family Support Young Parents Worker will provide a prevention and early intervention outreach support service to effectively assist families with various needs to achieve outcomes. Additionally, the Family Support Young Parents Worker will coordinate and facilitate group work to further assist young parents to build capacity and improve individual and family wellbeing.

This position requires a background in family support and experience in case management. Further, a comprehensive knowledge of child development, antenatal care, and experience working with young parents is highly desirable. This position requires knowledge of child protection legislation and an ability to manage a demanding workload.

**Organisational Environment:**

Encircle is a not for profit community owned and operated organisation for individuals and families in the Greater North Brisbane area. Encircle responds to personal and community needs within a safe and welcoming environment through our focus areas that provide a flexible range of activities, supports and information.

Encircle operates in accordance with its Mission Statement, Practice Framework Policy and Operating Principles. All staff and volunteers adhere to Privacy and Confidentiality requirements, a Code of Conduct and actively participate in organisational planning and development.

The Family Support Young Parents Worker is part of the Greater North Brisbane Family Support Program of Encircle.

The position is based at 119 Stafford Rd, Kedron, but you may be required to work from other sites during the course of your employment. Encircle offers a supportive team environment and offices are air conditioned. Fleet vehicles are available during business hours.

Occasional use of own car may be required and will be reimbursed as per the Social Community, Home Care and Disability Services Industry Services Award. Encircle is committed to flexible workplace practices.

**Main Duties and Responsibilities:**

The Family Support Young Parents Worker will undertake the following duties:

## **General Responsibilities**

- Work within the Strengths Based Framework, Practice Framework Policy, and Positive Workplace Behaviour Procedure.

## **Duties:**

- Strengthen family capacity by providing effective case management and group work support using strengths based, child-centered, and family-focused approaches to reduce risk of harm and/or re-entry into statutory systems.
- Facilitate young families' access to care, support and education around their health needs, parenting and life stages.
- Coordinate/facilitate a range of groups for young parents and their children in collaboration with clinical service providers.
- Conduct intake and assessment of referrals and enquiries and management of caseloads in collaboration with supervisor.
- Support families to connect and engage with other appropriate support services within their local community, navigate systems and provide advocacy where required.
- Maintain comprehensive case notes and ensure that regular review and evaluation occurs against agreed family and individual support plan goals in collaboration with the supervisor.
- Coordinate and participate in related activities as identified as relevant to the position, ie., broader organisational events such as Child Protection Week.
- Build and maintain purposeful networks, service delivery partnerships, and referral pathways (eg. midwifery clinic, RBWH and other hospitals).
- Actively participate in relevant professional development and training opportunities including supervision and engage in network meetings and associated activities appropriate to the Family Support Young Parents Worker role.
- Maintain a commitment to best practice through ongoing education and training around emerging themes and trends across the sector.
- Complete service reports as required by supervisor and funding bodies.
- Comply with agency, program and legislative requirements in relation to information sharing, case recording and data entry requirements.
- Contribute to the ongoing development and improvement of the service through involvement in review processes and strategic planning processes.
- Participate collaboratively as part of a team and contribute to a positive team culture.
- Provide cross-program support as part of the Greater North Brisbane Family Support team if required
- Any other duties relevant to the position as delegated by the supervisor.

## **Delegated Authorities:**

Nil.

## **Qualifications, Professional Memberships, Experience:**

- Tertiary qualifications in human services or related field
- Minimum of two years' experience working with families with complex needs.

## **Other requirements:**

Drivers' license

Blue Card

Police Check

First Aid Certificate desirable

Relevant vaccinations may be required

**Key Selection Criteria:**

- Demonstrated ability to provide case management support to families with complex needs to build family capacity and strengthen resilience
- Demonstrated ability to effectively identify and assess support needs and make complex decisions in relation to client case management
- Demonstrated ability to engage with young parents and their families and/or an understanding of the challenges and needs of young families
- Demonstrated ability to coordinate and facilitate groups for young parents including antenatal education and child development or similar
- A high degree of professionalism and well-developed interpersonal skills with a capacity to liaise effectively with a wide range of people including clients, service providers, and staff to support client outcomes and service development
- Well-developed communication and computer skills that include the management of client records, database management, collection of statistical data and report writing
- Demonstrated understanding of a strengths based framework and Encircle's key operating principles
- Demonstrated awareness and experience in working with people from Aboriginal and Torres Strait Islander and culturally and linguistically diverse backgrounds.