

Position Description

Engagement and Referral Practitioner (Identified)

Location:	Sunshine Coast	Reports To:	Team Leader
Award:	Social, Community, Home Care and Disability Services Industry Award, Level 4	Salary Range:	\$72,362 – \$77,859 per annum plus 9.5% superannuation (pro-rata for part time)
PD Date:	May 2021		

About us

Act for Kids is a prominent provider of free prevention, professional therapy and support services for children who have suffered abuse and support for families at risk. With over 25 centres nationally, we have supported thousands of children and their families for more than 30 years. In 2019 - 2020 we provided services to 44,894 people, including over 29,000 children.

Our unique multidisciplinary teams provide integrated therapy, sexual abuse counselling, safe houses in remote Indigenous communities, information, advice and referral services, intensive family support and preschools designed for children with additional development needs to ensure we set them up for success at school.

About our commitment

- Our vision is that all kids have a safe and happy childhood, free from abuse and neglect.
- We are a child safe organisation and all children who come into contact with our services will be provided with a welcoming and safe service.
- We prioritise working with Aboriginal and Torres Strait Islander peoples to grow our cultural expertise and deliver excellent services to children, families and communities.
- We endeavour to provide a work environment that ensures the health, safety and wellbeing of all team members is embedded in our everyday work practices.

About our values

At Act for Kids our exceptional organisational culture is aligned to our values. You will be part of a **team** that is **professional, ethical, caring, courageous** and **collaborative** and we expect you to demonstrate these behaviours throughout your career with us.

About the position

This position will be working within the Family and Child Connect service to provide active engagement and referral for support to vulnerable families where there are child protection concerns, including conducting cold calls and appointments with non-consenting clients.

Key responsibilities

- Maintaining a case load of client families.
- Identifying family needs using specified tools.
- Successfully engaging families in a timely manner and gaining their consent to refer into appropriate services.
- Making effective referrals for client families to meet their identified needs.
- Developing and maintaining professional and ethical work practices.
- Regularly attending and participating in case consultations.
- Maintaining your professional skills and participating in professional development activities.
- Maintaining positive relationships with government, non-government and community based organisations.
- Attending stakeholder and sector alliance meetings as required

- Comply with all Act for Kids policies and procedures.
- Maintain confidentiality and privacy in all matters relating to staff, clients, and procedures.
- Fulfil other tasks that your manager/s may reasonably ask you to perform.
- Act as a client/customer focused, values based team member and work collaboratively with other staff to achieve strong results across all activities at Act for Kids.
- Ensure behaviour during all work interactions is aligned to our values of being *professional, ethical, team oriented, caring, courageous* and *collaborative*.

About you

Qualifications

- A tertiary degree in a relevant discipline (allied health, social work, human services).
- Professional registration (if required).

Skills and experience

- At least 2 years' experience working within the child protection framework.
- Ability to identify family and individual client needs using a child-centred approach.
- Ability to identify child protection concerns.
- A high level of engagement skills including experience in engaging with non-consenting clients in a respectful and non-threatening manner.
- Ability to quickly and respectfully build rapport and gain family trust and consent to enable referral to other services.
- Cultural awareness and an understanding of how to communicate and work effectively with families from different socio-economic and cultural backgrounds, including Aboriginal and Torres Strait Islander people.
- Ability to acquire a good working knowledge of support services available in the local area.
- Ability to manage personal emotions and stress and to effectively deal with conflict in a calm and non-judgmental manner.
- Highly-developed communication, problem-solving and people skills.
- Excellent time management, organisational and record-keeping skills.

Other requirements

- ***To perform this role it is essential that the person who holds the position be an Aboriginal or Torres Strait Islander person. It is therefore a genuine occupational requirement under section 25 of the Anti-Discrimination Act 1991 that applicants are Aboriginal or Torres Strait Islanders.***
- Willingness of a respected Aboriginal and/or Torres Strait Islander cultural referee to vouch for your appropriateness for this role.
- Eligibility for a Suitability Card for Child Related Employment (Blue Card registration) or exemption based on professional qualifications and registration.
- A current driver's licence.
- Applicants must be eligible to legally work in Australia and proof of eligibility may be requested.