

Connectedness

Policy

Culture

Capability

Leadership

Supportive  
Housing

Family Support and  
Advocacy Team

Family Support and  
Advocacy Worker

The organisation

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business and society. We believe that every child and adult has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

What we do

We work to **break down barriers** that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice. We assist and support each individual or family including children, to resolve crisis, break social isolation, have a home, access health and community services, and build community.

Micah Projects provides a range of support and advocacy services to individuals and families according to their needs and capacity. We ensure the immediate needs of participants are met in a supportive, informed and respectful manner.

Working together

It is important to Micah Projects that people feel welcome, have choices and do not experience discrimination when working with Micah Projects. It is our aim to work with participants, each other and our partners to respectfully share knowledge, ideas, resources and skills in order to improve the service for the people we support, and the people that work as a part of the organisation.

MICAH PROJECTS



Breaking Social Isolation  
Building Community

### **Equal Opportunity**

Micah Projects is an equal opportunity employer and promotes access to positions to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality and economic status.

### **Child Safe Organisation**

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

### **Quality Statement**

Micah Projects is committed to adhering to well defined, effective procedures that are designed to ensure the quality of our services and activities. We expect staff to understand the relevance and importance of their activities and how they contribute to achieving the quality objectives, and to proactively work and operate within the organisation's quality system.

### **WHS Statement**

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant and Board member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2015*.

# Position Overview

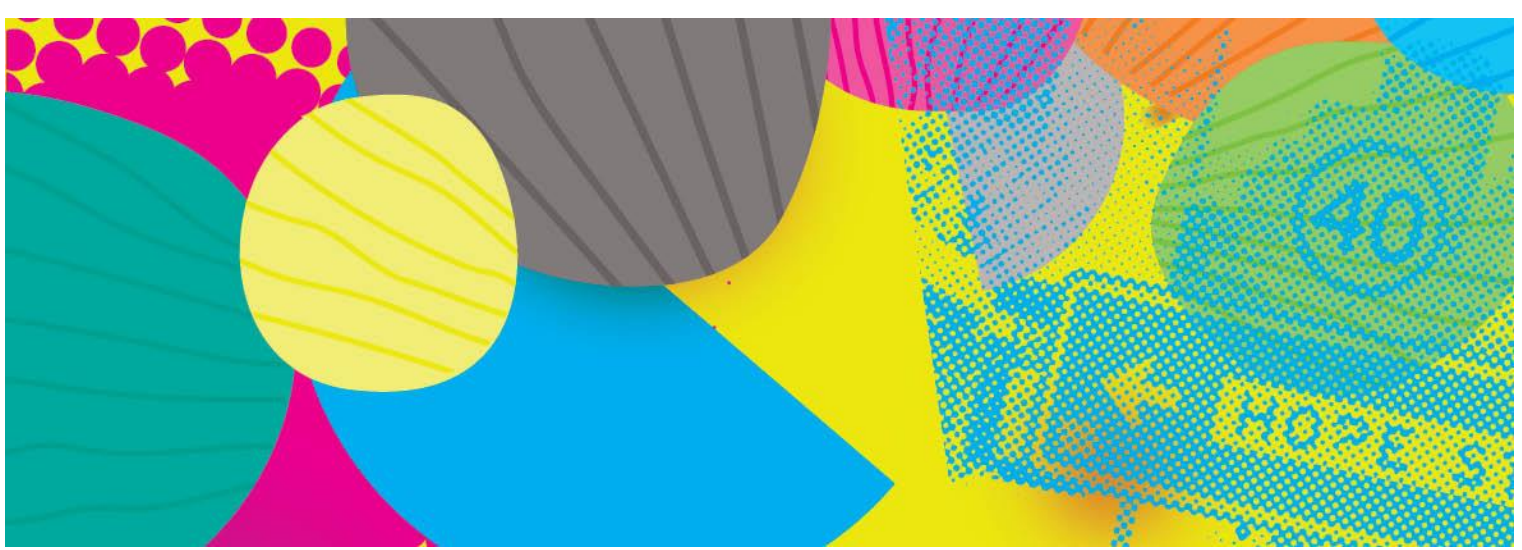
<b>Position Title</b>	<b>Team</b>
Family Support and Advocacy Worker	Family Support and Advocacy Team
<b>Reports to</b>	<b>Line Manages</b>
Team Leader	Nil
<b>Employment Status</b>	<b>Hours of Work</b>
Full time	38 per week (some weekend work)
<b>Classification/Award</b>	<b>Talkin</b>
Level 4, SCHADS 2010	TBA
<b>Based at</b>	<b>Backup when Absent</b>
West End	Family Support and Advocacy Team

**Micah Projects – Family Support and Advocacy Team**

The Family Support and Advocacy Team targets particularly vulnerable families who are currently experiencing homelessness or at-risk of homelessness in the greater Brisbane region. They provide information, referrals, support and advocacy to assist families to access emergency accommodation, prevent homelessness, find and or maintain suitable long term housing and establish a home.

The Family Support Team works alongside families to target housing stability, to improve family functioning and connection to their local community. The team also advocate for families through the systems which significantly impact on their lives, such as child protection, family law, domestic violence orders, justice, income support, education and healthcare.





## Position Description

### As a Family Support and Advocacy Worker – Crisis you will...

work as part of the Family Support and Advocacy team to work with families experiencing homelessness. To assist families in crisis accommodation to access affordable and permanent housing through proactive outreach and crisis case management. Case management will also work to address the barriers that have led to a family becoming homeless and improve family functioning.

### Responsibilities

- » Undertake outreach strategies to families residing in crisis accommodation and permanent housing to assist families in:
  - Accessing affordable and permanent housing options
  - Supporting families in crisis accommodation to sustain their accommodation
  - Sustaining tenancies
- » To undertake outreach strategies to families to increase their capacity to address issues that put them at risk of homelessness including enhancing their resilience and coping mechanisms, improving their capacity to achieve financial security and establishing or re-establishing support networks.
- » Work from person-centred approach to identify people's housing choice and to link with services to meet their needs and goals, in negotiation with team leader and other partnering service providers.
- » To use the tools and processes developed by the team for planned support outlined in the practice framework
- » To maintain a high quality of work with individuals and families as evidenced by well documented case notes and support plans using the ETO tools.

### Interactions and Relationships

#### External

- » Department of Housing
- » Department of Child Safety
- » Legal Aid Queensland
- » ATSI Community Health Service Centre
- » Kyabra Community Association
- » Encircle
- » Silky Oaks
- » Anglicare
- » Family and Child Connect

#### Internal

- » CAT
- » Street to Home
- » BDVS
- » Family Inclusion Network

- » Assess barriers to accessing and maintaining accommodation
- » Provide information and develop an individual support plan to achieve and maintain goals
- » Provide proactive and supported referrals to specialist services
- » Empower and foster independence and interdependence through participation, and access to appropriate resources, opportunities and services within the community
- » Support other family support workers to achieve best outcomes for families through joint outreach and case discussions
- » When requested, represent Micah Projects at external meetings and represent team at internal meetings
- » Establish positive relationships with government and non-government agencies to enhance their understanding of how to respond to families and individuals at risk of homelessness.

- » YMYW
- » Organisational Services

#### Partnerships

- » None Required

# Criteria and Conditions

Driver's License: Yes	Travel: N/A	Covid19 Vaccination: Yes
Criminal History Screening: Blue Card - essential	Assets: Work Phone, Laptop, Team vehicle	

## Essential

- » Demonstrated knowledge and experience of working with individuals and/or families who have experienced disadvantage and homelessness using a case work model.
- » Relevant experience and or appropriate qualification including certificate, diploma, and tertiary qualification according to level of responsibility.
- » Demonstrated ability to use effective communication strategies and processes involving well developed interpersonal skills, problem solving skills, an ability to advocate effectively, computer literacy, documentation of assessments and individual advocacy and support plans.
- » Demonstrated knowledge and use of IT systems including personal information and case management systems, data collection, word, email.
- » Demonstrated knowledge and experience of working with Aboriginal and Torres Strait Islander peoples.
- » Demonstrated knowledge of working with people with a Culturally and Linguistically Diverse background.

## General Conditions

- » All employees are to exhibit the values of Micah Projects, as outlined in the Code of Conduct.
- » All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, LogicQC and Accentis.
- » Appointment to this position will be subject to a criminal history check, as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this
- » Employment in this position is subject to continued funding
- » Employment may involve work or training outside of normal business hours
- » All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures
- » All employees are required to engage in support and coaching through the organisational performance development system.

## Desirable

- » Demonstrated knowledge of various systems in Queensland including housing, education and child protection.

**I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects**

**Employees Name** \_\_\_\_\_

**Signed** \_\_\_\_\_ **Date** \_\_\_\_\_