

Position Description

Family Support Practitioner

Location:	Maryborough	Reports To:	Program Coordinator
Award:	Social, Community, Home Care and Disability Services Industry Award, Level 4	PD Date:	March 2026

About us

Act for Kids is a prominent provider of prevention, professional therapy and support services for children who have suffered abuse and support for families at risk. With over 30 centres nationally, we have supported thousands of children and their families for more than 30 years. In 2024-2025 we provided services to 37,171 people, including over 21,780 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.
- 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 are committed to working with Aboriginal and Torres Strait Islander peoples to design and deliver services that best strengthen our support to their 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 program

Intensive Family Support (IFS) services combine a lead case management model with a collaborative coaching approach to assist vulnerable families to build their capacity to safely care for and protect their children. The purpose of IFS is to build practical skills, resilience and independence in families where referred concerns include parenting challenges, substance use, domestic and family violence (DFV), significant trauma history, or factors relating to disability or mental health. The IFS program takes a child-centred and family-focused approach to working with families, predominantly within their home environment.

About the position

As a Family Support Practitioner, you will deliver an outreach model of family case-management programs to families, caregivers, children, and young people. Promote social learning, strengthen community connectedness, and support good health and overall, well-being. Work collaboratively with a range of professionals and agencies, applying an ecological model to guide holistic practice. Engage families by building rapport, obtaining consent, and developing collaborative case plans that address unmet needs and child protection concerns. Work in partnership with other practitioners and services to ensure that families' identified goals are effectively supported and achieved.

Key responsibilities

- Maintain a regular case load of client families.
- Regularly attend and participate in case reviews.
- Work collaboratively with colleagues and other service providers.
- Maintain your professional skills and meet our operational procedures.
- Build and maintain service level relationships with government and NGOs.
- Provide timely, quality reports to management.
- Maintain accurate, up-to-date data entry records in required databases.
- 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).
- Membership of a relevant professional association (desirable).

Skills and experience

- At least two (2) years' experience providing case-management and therapeutic services to families, caregivers, young people and children in a child protection framework.
- 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.
- An understanding of current child protection legislation and policy reforms.
- An ability to work collaboratively as part of a team.
- Well-developed communication, problem solving and interpersonal skills.
- Excellent IT skills in electronic database entry of case management information and using standard Microsoft Office applications including Microsoft Outlook or similar.
- Excellent time management skills in maintaining a case load of clients, including timely record keeping and database entry, as well as meeting clinical supervision and other job requirements.

Other requirements

- Eligibility for a positive Working with Children Check in the applicable state of employment in Australia or exemption based on professional qualifications and registration.
- Current driver's licence.
- Applicants must be eligible to legally work in Australia and proof of eligibility will be requested.