



# Position Description

## Position Overview

Position Title	Advocate
Position Classification	SACS Award Level 4
Reporting to	Team Leader
Supervision of	Nil

## Primary Purpose of Position

The Advocate provides independent, trauma-informed advocacy, information and support to birth parents and family members involved in the child protection system. The role assists parents to understand and engage in child protection processes, builds their confidence and participation skills, and promotes positive working relationships between parents, family, community and statutory agencies. The role works under the general direction of the Team Leader.

Advocates also contribute to sector training, community engagement, resource development, and the respectful inclusion ethos of Fin WA.

## Key Responsibilities

### Client Services and Casework

- Conduct intake assessments and determine service suitability
- Provide advocacy, support, information and guidance to parents and family members involved in child protection processes.
- Deliver brief interventions and manage a small, outcomes-focused caseload.
- Attend Department of Communities meetings, court and other relevant forums with parents to support their participation.
- Help parents develop skills and confidence needed for effective engagement with the Department and other stakeholders.
- Provide outreach advocacy where required (including remote phone, email or video support to regional families).
- Identify and promote culturally safe and appropriate referral pathways across the state
- Work collaboratively with all stakeholders involved with a family to strengthen outcomes.
- Maintain accurate, confidential case notes and client documentation in accordance with organisational policies.

## Service Quality and Practice

- Engage in reflective practice, supervision and ongoing professional development.
- Contribute to continuous improvement of advocacy practices, client pathways and service processes.
- Provide peer support and mentoring to students and volunteer workers as required.
- Participate in case reviews and seek guidance from the Team Leader for complex matters.
- Promote culturally safe, strengths-based and trauma-informed practice aligned with Fin WA's ethos.

## Training, Group Work and Resource Development

- Assist in developing and delivering workshops, parent groups and support sessions.
- Co-facilitate or support sector training sessions and community information forums.
- Contribute to the development of family-friendly resources, fact sheets, tools and information materials.
- Share parent voice and insights (ethically and appropriately) with professionals, students and sector partners to build understanding of lived experience.

## Networking and Sector Engagement

- Build and maintain positive working relationships with the Department of Communities and other partner agencies.
- Promote respectful collaboration between parents, their families and statutory/sector partners.
- Represent Fin WA on committees, forums and networks as delegated.
- Provide information sessions or presentations to targeted groups to increase awareness of Fin WA.

## Organisational Contribution and Administration

- Maintain accurate client data, file management and statistical reporting requirements.
- Adhere to organisational policies, procedures and child-safe practices.
- Actively participate in staff meetings, supervision, performance reviews and team planning.
- Assist in the development and implementation of organisational policies and procedures where required.
- Promote Fin WA's mission to build a child protection system that is respectful and inclusive of parents, families and community.

## Key Selection Criteria

### Essential

- A relevant qualification (e.g. Social Work, Psychology, Human Services) or substantial experience supporting families or communities.
- Experience working with families, children or vulnerable communities.
- Demonstrated ability to provide advocacy and support to families with complex needs.
- Understanding of the child protection system and issues affecting parents and families.
- Ability to work respectfully with Aboriginal and Torres Strait Islander families, children, communities and ACCOs.
- Strong interpersonal, written and verbal communication skills.
- Skills in assessment, planning, intervention and conflict resolution.
- Ability to maintain documentation and manage competing demands effectively.
- Commitment to trauma-informed, culturally safe, strength-based practice aligned with Fin WA's parent-focused ethos.

### Desirable

- Experience delivering training, group work or community education.
- Experience working in advocacy roles, family support or community services.
- Experience working alongside people with lived experience of child protection intervention.

### Other

- Commitment to the values, purpose and parent-focused ethos of Fin WA.
- Current driver's licence and own vehicle with full comprehensive insurance.
- A National Police Clearance and Working with Children Check (or ability to obtain one).

## Review

This position description will be reviewed every two years, or earlier if required due to organisational needs.

## Revision History

Version	Date	Change Description
V3.0	December 2025	Change to roles and responsibilities due to funding changes and organisation requirements.
V2.0	March 2022	Updated roles and responsibilities
V1.0	July 2008	Original document