

# Position Description

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## Child and Family Practitioner - Individual Support Services (ISS)

<b>Location:</b>	Townsville	<b>Reports To:</b>	Team Leader
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award, Level 5	<b>PD Date:</b>	June 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 are dedicated to creating a culture where physical, psychological, and emotional safety is a priority and to actively embed strong health and safety practices in our everyday work.
- We are committed to diversity, equity and inclusion, creating a workplace where everyone belongs and delivering inclusive, culturally safe and affirming services.

### About our values

At Act for Kids our exceptional organisational culture is aligned to our values, which guide how we work and interact. 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 Cultural Humility

Act for Kids is committed to truth-telling and walking alongside Aboriginal and Torres Strait Islander children, families and communities on a journey of healing, self-determination, and hope. We acknowledge our responsibility to lead with respect, authenticity and cultural humility, creating culturally affirming and safe workplaces. We are committed to the recruitment and retention of First Nations team members and provide opportunities for meaningful connection and cultural peer support.

### About the program

The Individual Support Services (ISS) program works in partnership with Child Safety and other government and non government agencies to provide holistic trauma-informed support to children in the child protection system. The ISS team works in close collaboration to deliver bespoke support packages informed by each child's needs and focuses on increasing the capacity of their support network to meet these.

This ecological model provides specialist attachment-based coaching and mentoring to carers and stakeholders, therapeutic care coordination, practical in-home therapeutic support, specialised therapy and psycho-education based on a thorough assessment of the child and their support network. The program supports children who have experienced significant levels of toxic stress, trauma and adverse childhood experiences resulting in highly complex behaviour and attachment patterns indicative of intense cumulative harm.

### About the position

The position is responsible for delivering an outreach model of therapeutic case coordination to families, caregivers, kids and young people within the Individual Support Services (ISS) program.

### Key responsibilities

- Use a trauma-informed model to support children and their ecological networks to achieve better outcomes by:
  - Supporting thorough psycho-social assessments.
  - Implementing tailored evidence-informed interventions directly to children to cater to individual need.
  - Supporting reunification plans based on evidence-informed models.
  - Providing psycho-education to carers and stakeholders.
  - Providing practical assistance to the child, family and carers.
  - Coordination of services and support networks using an ecological framework.
  - Facilitating social learning, community connectedness, good health and wellbeing.
  - Supporting case plan goals as determined by Child Safety and the ISS Therapeutic Intervention Plan.
  - Proactively participate in activities including meetings with carers/families and key stakeholders including Child Safety and Department of Education.
- Participate in joint training and professional development opportunities including supervision.
- Professionally and ethically represent Act for Kids in the delivery of the ISS services.
- Build and maintain partnerships with all ISS and partner agencies for the benefit of the service, children and the families.
- Maintain linkages with Act for Kids team members and services through regular attendance at team meetings, organisational events and professional development activities.
- Maintain up-to-date output and outcomes data for all clients as required by Act for Kids policies and procedures.
- Participate in Act for Kids performance development processes through monthly and annual meetings with your line manager.
- Ensure compliance with all Act for Kids policies and procedures.
- Strong commitment to child safety, including cultural safety, by prioritising the rights, safety and wellbeing of all children in alignment to national and state child safe principles and standards.
- Consistent awareness of child-safeguarding risks and applies established risk-management practices to identify, report and mitigate risks in accordance with organisational policies and legal requirements.
- Ensure compliance with Work Health and Safety legislation, organisational policies and procedures, take reasonable care for own health, safety and wellbeing and that of others, and report hazards, incidents, injuries as soon as practical.
- Actively participate in regular supervision and Individual Development Plan (IDP) process.
- Maintain confidentiality and privacy in all matters relating to team members, 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 team members 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

- Tertiary degree in a relevant discipline (social work, human services, allied health, psychologist).
- Professional registration (if required).
- Membership of a relevant professional association (desirable).

### Skills and experience

- At least three (3) years' experience working with children, young people and their families who have been impacted by trauma or have experienced abuse and neglect, or more than five (5) years' experience working in similar roles.
- Demonstrated specialist skills in at least one of the following areas trauma, attachment, social-emotional development, drug and alcohol, mental health, family and domestic violence, child development and disabilities.
- Knowledge and understanding of:
  - Impact of trauma on child development and family functioning.
  - Child development and assessing functioning and wellbeing of children and young people who have experienced trauma and cumulative harm.
  - Family functioning, parenting and attachment, including assessing family relationships and parenting capacity and functioning.
  - Supporting foster and kinship carers.
  - Queensland child protection legislation and policy reforms.
- Experience in developing strategic stakeholder relationships for the benefit of children, young people and families. Extensive local networks and knowledge are highly desirable.
- High level of cultural awareness and experience working with families from different cultural backgrounds, including Aboriginal and Torres Strait Islander people.
- Willingness to receive cultural supervision in your work with Culturally and Linguistically Diverse (CALD) and Aboriginal and Torres Strait Islander peoples.
- Ability to work as part of a multi-agency and multi-disciplinary team and to cultivate a collaborative strengths-based approach to working with families.
- Well-developed communication, problem solving and interpersonal skills.
- Effective time management and case load management skills.
- Ability to use electronic case management and reporting tools and experience using Word and Excel.

### 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.

### Other information

Applicants are encouraged to apply even if they do not meet every requirement of the role. When assessing applications, the panel will consider performance and achievements in the context of individual circumstances.

We recognise that career paths are not always linear and that personal circumstances, career interruptions or periods of leave may have influenced work history. This means we will focus on the quality and impact of achievements, alongside experience and qualifications (where required), when assessing suitability for the role.

Act for Kids warmly encourages applications from Aboriginal and/or Torres Strait Islander peoples.