



Support and Advocacy Worker

Working Together To Connect Care



Who we are

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.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

Work Health and Safety

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 2011*.

What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

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

Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment 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.

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 who work as part of Micah Projects.

Child Safe and Vulnerable Adult Safeguarding

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.

We extend these principles to create safe services for all participants we work with.

Micah Projects commitment to vulnerable and marginalised populations

Micah Projects Vision and Mission articulate our commitment to actively engaged with people who are marginalised, vulnerable and in many situations present with challenging behaviour.

Working in Micah Projects you are expected to proactively support this vision and mission whilst balancing the needs of staff to work in a supportive and safe environment.

To do this we actively work together to ensure that staff have the skills and knowledge to understand that many people who access our services do not have the ability to always regulate their emotions. This often occurs when they are frustrated, do not understand what options they have, and are impacted on by substance use or alcohol. The consequences result in staff being exposed to inappropriate and challenging situations which we are committed to providing training and support to problem solve and ensure services can be maintained.

Micah Projects actively wants to adapt a shared responsibility approach for creating a resilient culture whilst providing services to our most vulnerable participants. This requires self-awareness and a proactive approach within our organisational systems. We support staff in understanding the approach and context in which we work. We encourage staff to communicate their needs within this environment and a willingness to engage in problem solving strategies whilst providing support to participants.

Micah Projects provides outreach service in the community, centre-based services and services via phone. Our goal is to always disarm people with courtesy, respect and clear communication recognising that we may not always get it right and will learn from our participants when necessary. We recognise that many participants of Micah Projects have long histories of trauma from childhood and as adults. Whilst this is not an excuse for behaviours that are threatening to others, it is also an opportunity for participants to learn alternative ways of meeting their needs. This is how we implement a trauma informed and sensitive approach to our work.

We are committed to providing a culture of wellbeing and safety for our staff. Employees can access support and guidance internally and externally, as outlined in our Wellbeing Guide.

Position Overview

Position Title

Support and Advocacy Worker

Team

Working Together To Connect Care (WTTCC)

Reports to

Team Leader

Line Manages

N/A

Employment Status

Hours of Work (per week)

Classification/Award

Talkin

Team Leader

Based at

West End

Backup when absent?

WTTCC Team

Working Together to Connect Care (WTTCC)

Working Together to Connect Care (WTTCC) is a collaboration between Micah Projects, Royal Brisbane Women's Hospital (RBWH) and primary care providers.

The WTTCC delivers outreach to support that connects people with clinical care, community support, and housing by providing integrated care.

WTTCC is funded by Queensland Health to improve outcomes for vulnerable people with complex health needs who present frequently at the RBWH Emergency Department (ED).

Position Description

As a Support and Advocacy Worker, you will...

work as part of the WTTCC Team to deliver outreach services that connect people with primary health care, housing, and other community-based supports by providing integrated care.

Stakeholder Engagement

This position as part of a team engages with the following organisations:

- Royal Brisbane Women's and Prince Charles Hospitals
- Department of Housing
- Primary Health Network (PHN)
- My Aged Care
- NDIS
- Service Providers
- Community Organisations
- Other state and local organisations as applicable

Collaboration within the Cluster and across Micah Projects Clusters and initiatives may include:

- Inclusive Health and Wellness Hub
- Street to Home
- Homelessness to Home Sustaining Tenancy
- Home and Healthy
- Aged Care Navigators
- Home For Good Hub
- Domestic and Family Violence

Key Responsibilities

Service delivery

- Promote a culture of respect, safety, and trauma informed approaches.
- Respond specifically to individuals identified by the RBWH and PCH Emergency Department within a specified time requiring a targeted and coordinated integrated health and social support response to address their presenting complex needs.
- Work collaboratively with Nurses and other stakeholders to increase response to participants
- Conduct frequent in reach to the RBWH ED to provide an effective integrated care response pathway to individuals exiting the hospital system.
- Participate in care coordination meetings with the RBWH ED and other relevant stakeholders to ensure continuity of care for individuals who frequently present to the RBWH ED
- Work alongside individuals to improve their access to primary health care in the community, advocating when required with government departments, and community agencies for additional services provision.
- Provide education to empower individuals to maximise their opportunity to self-manage their health and avoid unnecessary RBWH ED presentations and/ or inpatient admissions.
- Work alongside individuals to access accommodation and long-term housing options, and sustain tenancies, particularly upon RBWH ED discharge.
- Liaise and build mutually beneficial working relationships with both internal and external

- Develop, implement, and review individual service or action plans in line with assessment tools.
- Develop an exit/transition framework with the participant.
- Manage a case load of 15 participants, prioritising workload and considering crises and the episodic nature/ urgency for immediate responses required from the RBWH ED.
- Work within the assigned role for Support and Advocacy Workers and adopt a team managed approach to the work.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance around any biological hazards such as body fluids, bacteria, and infectious disease, manual lifting techniques.
- Assist Team Leaders to undertake administrative, practice and quality requirements in Micah Projects systems.
- Perform other relevant duties as assigned.

Collaborative practice

- Work as a collaborative member of the multidisciplinary team, reflecting the values of the organisation.
- Work as an inclusive member of the team, providing appropriate mentoring and guidance as required.
- Demonstrate a high level of teamwork, support, engagement, and communication.

Professional practice

- Use tools and process developed for planned support and care-coordination.
- Participate in all supervision and professional development as requested and to provide input into individual professional development plans.
- Provide high level professionalism, sensitivity, and responsiveness to the needs of internal and external people/partners.
- Accountable and responsible for making sure that organizational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures and agreed upon evaluation processes.

Criteria and Conditions

Criminal History Screening

- ☒ National Police Certificate
 ☐ Blue Card
☐ Yellow Card
 ☐ APHRA Registration

Driver's License

- ☐ Essential
 ☐ Desirable

Travel

- ☐ Essential
 ☐ Desirable

Assets Provided

- ☐ Work Computer
 ☐ Work Phone
☐ Pool Vehicle
 ☐ Packaged Vehicle

Essential

- Relevant tertiary qualification and demonstrated experience in providing support and case coordination to people with complex needs.
- Demonstrated engagement and interpersonal skills particularly with those in crisis situations and who are homeless or at risk of homelessness, applying solution focused strategies in both crisis and planned support.
- Demonstrated knowledge of disadvantage, poverty, health inequities, mental illness, homelessness, and complexity in our community
- Demonstrated ability and commitment to work collaboratively within a team and a willingness to follow direction and adapt where required, within the program guidelines.
- Demonstrated effective communication and problem-solving skills to maximize participant care within the multidisciplinary team.
- Evidence of effectiveness of communication style, written and verbal skills, and IT competencies (including Microsoft Office and other IT systems)
- A positive attitude, and the ability to work flexibly, adaptively, and proactively in a team environment with direction and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.

Desirable

- Training in Motivational Interviewing.
- Worked with people with a disability.

General Conditions

- All employees are to practice the values of Micah Projects as outlined in the Code of Conduct.
- 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.
- All employees are to have valid working rights in Australia.
- 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, Quality, Human Resource, Finance, Data, and Case Management Systems.
- 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.

Acknowledgement

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 _____

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