

Position Description

Practice Supervisor

Location:	Townsville	Reports To:	Program Manager
Award:	Social, Community, Home Care and Disability Services Industry Award, Level 6	PD Date:	July 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

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

The Practice Supervisor role sits within the IFS leadership structure and is responsible for providing line management and practice supervision to practitioners. The Practice Supervisor provides practice direction and support to team members in relation to child protection risk, engagement with hard-to-reach families, and the implementation of case management services for families.

Depending on the operational structure and service requirements of the broader IFS team, the Practice Supervisor may also manage a small caseload, delivering direct case management interventions to families.

Key responsibilities

- Support and upskill IFS practitioners to deliver high quality client outcomes within a performance planning and development culture.
- Oversee the development, review and completion of assessments and case plans by the lead practitioner, at key points throughout a family's engagement with IFS.
- Regularly facilitate and lead client case consultations, providing practice direction in relation to risk, safety, and practice interventions.
- Provide individual and group learning development opportunities, through the provision of PASE supervision, group supervision and field supervision.
- Participate in home visits where appropriate/requested, supporting IFS practitioners to apply new skills using a coaching framework.
- Endorse the use of information sharing provisions, documenting the use of these provisions on the relevant client database.
- Develop and mentor team members in the understanding and implementation of the Strengthening Families Protecting Children Framework for Practice, and the Safe and Together practice framework.
- Facilitate social learning, strengthen community connectedness, and promote health and wellbeing outcomes for families.
- Depending on the operational structure of the broader IFS team, hold primary case management responsibilities, delivering interventions to families, caregivers, children, and young people, to address identified needs and child protection concerns.
- Promote the Intensive Family Support program, role and functions to key partners agencies and the broader community.
- Work collaboratively with other professionals and stakeholders to meet client-related outcomes.
- Ensure team members maintain report records and data in accordance with organisational expectations.
- Assist the Program Manager to monitor and achieve contractual Key Performance Indicators, including the preparation and provision of reports as required.
- 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 (allied health, social work, human services).
- Professional registration (if required).
- Membership of a relevant professional association (desirable).
- Act for Kids strongly values lived experience. Applicants without formal qualifications may be considered based on relevant experience; however, this is subject to approval by the funding body.

Skills and experience

- At least five (5) years' experience working with children and families, preferably with time spent working within a trauma-informed framework.
- Relevant experience supervising staff in similar role.
- Clinical and therapeutic understanding of the impacts of trauma on child and family functioning.
- Ability to address sensitive issues with families pertaining to risk and child protection concerns.
- Well-developed communication, problem solving and interpersonal skills that can be applied within an integrated case management model.
- Understanding of how to communicate and work effectively with families from different socio-economic and cultural backgrounds, including Aboriginal and Torres Strait Islander people.
- Ability to work collaboratively as part of a team, building positive working relationships, contributing to shared outcomes, and effectively managing and resolving conflict in a constructive manner.
- Excellent time management skills in maintaining a caseload of clients, including timely record keeping and database entry, as well as meeting clinical supervision and other job requirements.
- Ability to demonstrate flexibility in scheduling family appointments, recognising that appointments are arranged around family availability and may occur outside of standard business hours.
- Ability to rapidly acquire an understanding of relevant child protection legislation and policy reforms.

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.