

Position Description

Family Support Practitioner

Location:	Mackay	Reports To:	Program Manager
Award:	Social, Community, Home Care and Disability Services Industry Award, Level 4	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 Family Support Practitioner holds primary case management responsibilities, delivering interventions to families, addressing identified needs and child protection concerns. The role completes external referrals to agencies who are able to provide discipline-specific or long-term interventions.

Key responsibilities

- Delivering an outreach model of complex case-management programs to families, predominantly within their home environment.
- Maintain a caseload of families and provide evidence-informed case management interventions for clients with complex needs.
- Engage with families, obtain consent, and develop a case plan in conjunction with the family which addresses unmet needs and child protection concerns.
- Facilitate social learning, community connectedness, good health, and well-being.
- Work collaboratively with other professionals and stakeholders to meet client-related outcomes.
- Complete child protection risk assessments and screen information for domestic and family violence risk, consulting with supervisors/specialists as required to manage and respond to risk.
- Identify child protection issues and report concerns to Child Safety.
- Understand and apply the Strengthening Families Protecting Children Framework for Practice, and the Safe and Together practice framework within your work with families.
- Build and maintain partnerships with key stakeholders, supporting referral pathways for clients to access long-term supports.
- Coordinate and deliver group programs to child and adult clients.
- Regularly attend and participate in case reviews.
- Participate in individual and group learning development opportunities.
- Promote the Intensive Family Support role and functions to key partners agencies and the community.
- Work collaboratively with colleagues and other service providers.
- Maintain your professional skills and meet our operational procedures.
- Provide timely, quality reports to management.
- Maintain accurate, up-to-date data entry records in required databases.
- 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

- 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.

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.