

Early Years Support Worker

Toowoomba



Daniel Evans

Walking each other home, 2024

Acrylic on canvas

A moving visual narrative of the Act for Kids
Innovate Reconciliation Action Plan 2025-2027

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Position Description

Early Years Support Worker (Identified)

Location:	Toowoomba	Reports To:	Program Coordinator
Award:	Social, Community, Home Care and Disability Services Industry Award, Level 3	PD Date:	August 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 Pathways for Early Learning and Development (PELD) program is a multidisciplinary, evidence-based early learning and development program supporting vulnerable families with children aged birth to five years who are experiencing multiple and complex needs. The program aims to strengthen parent-child relationships, enhance children's developmental outcomes and school readiness, and build parent capacity to support early learning.

About the position

The Early Years Support Worker will provide individualised, developmentally informed support to families that integrates communication and relational strategies into everyday family routines. They will work collaboratively with families and multidisciplinary partners to implement the Abecedarian Australia approach (3a), contribute to supported playgroups where required, and provide coordinated, child-centred service delivery.

The role requires regular travel across the region to support delivery of interventions within family homes and community settings such as PELD playgroups, embedded within 3a. This includes undertaking holistic wellbeing observations of children, parents, and other family members to inform responsive, strengths-based intervention planning.

Key responsibilities

- Support inclusive, responsive playgroup environments that promote children's learning, wellbeing, safety, and sense of belonging, in partnership with parents and carers.
- Provide 3a and developmental support, responsive to each child's strengths and needs, and aligned with ethical and professional standards.
- Undertake relationship-based home visits that supports family goals, enhances caregiver confidence, and embeds learning and wellbeing strategies into everyday routines.
- Engage in professional learning, including the Abecedarian Approach Australia (3a), to strengthen evidence-informed, relational, and developmentally responsive practice.
- Build family capability through accessible education, coaching and modelling that strengthens parent-child relationships and promotes safe, nurturing and developmentally enriching home environments.
- Work collaboratively within an interdisciplinary and multi-agency network to ensure integrated, holistic responses that prioritise child safety, wellbeing and long-term developmental outcomes.
- Participate in team panel reviews and maintain accurate and timely case notes, data entry and administrative tasks.
- Regularly attend and contribute to term planning, program development and planning sessions.

Other

- 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

- Certificate or diploma in Early Childhood, Community Services or a similar vocational qualification is desirable.

Skills and experience

- Experience providing intervention and support services to families, caregivers, young people and children.
- Understanding of early childhood development impacts of trauma, and support required for children with additional needs and engaging them in an educational setting.
- Demonstrated practical experience in planning, implementing and reflecting on individual and group programs.
- Ability to work effectively and collaboratively with families and carers within a multidisciplinary team.
- Cultural awareness and an understanding of how to work with families from different backgrounds, including First Nations peoples.
- Ability to develop an understanding of current child protection legislation and policy reforms.
- Demonstrated experience in the ability to communicate, problem solve effectively.
- IT skills in electronic database entry of case management information and using standard Microsoft Office applications including Microsoft Outlook or similar.

Other requirements

- Act for Kids considers that being an Aboriginal or Torres Strait Islander person is a **genuine occupational requirement** under section 25 of the Anti-Discrimination Act 1991 (Qld). This position is therefore only open to Aboriginal and/or Torres Strait Islander people.
- Willingness of a respected Aboriginal and/or Torres Strait Islander cultural referee to vouch for your appropriateness for this role.
- Eligibility for a positive Working with Children Check in the applicable state of employment in Australia or exemption based on professional qualifications and registration.
- Willingness to travel to community organisations.
- 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.