

Position Description

Engagement and Referral Practitioner

Location:	Mackay	Reports To:	Family and Child Connect Program Coordinator
Award:	Social, Community, Home Care and Disability Services Industry Award, Level 4	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 position

Working within the Family and Child Connect service to provide active engagement and referral support to vulnerable families where there are child protection concerns, including conducting cold calls and appointments with both consenting and non-consenting clients.

Key responsibilities

- Maintain a case load of client families and provide short term intervention (maximum intervention period of six weeks). This will include families from Indigenous, non-Indigenous and culturally diverse backgrounds.
- Successfully engage families in a timely manner and gain their consent to refer into appropriate services.
- Discuss child protection concerns and complete necessary safety planning with families and children.
- Identify and respond to child protection risk.
- Use a Child and Family Wellbeing Assessment framework to identify areas where a child, young person, or family may benefit from additional support, informing targeted, responsive, and collaborative planning and intervention.
- Skilfully manage challenging conversations around child protection concerns.
- Conduct needs assessments with families and children.
- Make appropriate referrals for client families to meet their identified needs.
- Assist in managing the 13FAMILY phone line.
- Develop and maintain professional and ethical work practices.
- Maintain your professional skills and participate in professional development activities.
- Maintain positive relationships with government, NGO and community organisations.
- Promote Act for Kids and Family and Child Connect through community events and service inductions.
- 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, and 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).
- Membership of a relevant professional association (desirable).

Skills and experience

- At least two (2) years' experience working within the child protection field.
- Ability to identify family and individual client needs using a child-centred approach.
- Ability to identify and respond to child protection concerns.
- Ability to have discussions around safety and complete appropriate safety planning with children and parents.

- A high level of engagement skills including experience in engaging with non-consenting clients in a respectful and non-threatening manner.
- The ability to quickly and respectfully build rapport and gain family trust and consent to enable referral to other services.
- 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 and LGBTIQ+ communities.
- An ability to acquire a good working knowledge of support services available in the local area.
- The ability to deal with conflict in a calm and non-judgmental manner.
- Highly developed communication, problem solving and people skills.
- Excellent time management, organisational and record keeping skills.
- Ability to contribute to a positive and cohesive team environment.

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.