



Position Title	Family Support Worker - Queensland
Accountable To	Director of Operations
Hours	This position is full time
Term of Contract	Fixed Term until 30 June 2028
Classification	SCHADS Award Level 4 pay point commensurate with skills and experience. Full-Time Base Salary \$92,279 to \$99,295 per annum.
Superannuation	As per the Superannuation Guarantee Act
Location	This position will be based in Queensland.
Salary Packaging	Employees will have the ability to salary package.
Checks	Employment is contingent on a satisfactory Working with Children Check and a Police check.

Acknowledgement of Traditional Custodians

We acknowledge the Traditional Custodians of the lands on which we work, live and play, and pay our respects to Elders past and present. We honour the longstanding diversity of gender within First Nations cultures and stand with Brotherboys, Sistergirls, and all First Nations LGBTIQ+ people in their continued fight for justice and self-determination.

Honouring our community

We honour the trans, gender diverse, and non-binary leaders who came before us and made our work possible through their tireless advocacy and activism. We are deeply grateful to them and their allies. We celebrate the families who listen to and affirm their trans, gender diverse, and non-binary children. Most importantly, we honour all trans, gender diverse, and non-binary children and young people across Australia.

Child Safety commitment

Transcend Australia is a child-safe organisation where the safety, wellbeing and rights of children and young people are respected and heard. We support families of trans, gender diverse and non-binary children and young people, and we prioritise environments where children feel valued and protected. We have zero tolerance of harm and abuse. All staff, board and volunteers follow our Child Safety Code of Conduct and act to prevent harm, taking all concerns seriously and meeting our legal obligations to respond and report. Child Safety is everyone's responsibility, and we provide safe, supportive spaces for every child and young person

About Transcend

Transcend Australia Ltd

ABN: 38 637 199 056

DGR Endorsed

Working towards a world where trans, gender diverse, and non binary children are embraced and given every opportunity to thrive and flourish

transcend.org.au



Transcend Australia Ltd (Transcend) is a not-for-profit charity whose purpose is to improve and celebrate the lives of trans, gender diverse and non-binary (TGDNB) young people and their families by providing opportunities for peer support, the provision of information and resources, and advocating for change to services and systems.

One of the primary aims of Transcend is to support families, parents, and carers to navigate the mental health and health system for transgender, gender diverse and non-binary (TGDNB) children, young people and their families. In addition, we offer support to families in securing fair, respectful and inclusive outcomes for their children across a range of social and institutional settings that intersect with their lives.

About the role of Family Support Worker

Reporting to the Director of Operations, the Family Support Worker position works within the Family Services team. This position will have a key role in our growing organisation by supporting the implementation of our Model of Care and delivery of support services in Queensland.

The successful applicant will provide empathetic, non-clinical peer support and navigation through telehealth, online group programs, and periodic face-to-face support. The role also involves building and maintaining strong relationships with community and stakeholder groups across Queensland.

Availability to work after 5 pm at least once per week to deliver online and in-person support groups is required.

Support is based on a person-centred, strengths-based approach that might include providing peer support, information, empathic listening, education, linkages to other services and connection.

Key duties and responsibilities:

- **Peer Support and Navigation**
Provide non-clinical, strengths-based peer support through intake processes, telehealth calls and group activities, including empathic listening, information sharing, and referral pathways to appropriate services.
- **Accessibility and Flexible Service Delivery**
Ensure services are inclusive and accessible, including availability to deliver evening sessions (after 5pm) and adapt approaches to meet the diverse needs of participants.
- **Program Delivery and Coordination**
Plan, coordinate and deliver in-person and online activities and support groups.
- **Community and Stakeholder engagement**
Maintain and foster relationships with LGBTIQ+ and other relevant services and community organisations
- **Monitoring, Evaluation and Reporting**
Support the collection of data and contribute to monitoring, evaluation and reporting processes to ensure program effectiveness, continuous improvement and compliance requirements.
- **Group Facilitation and Volunteer Support**
Facilitate group-based activities, including online sessions. Working with Transcend Volunteer Coordinator, support volunteer facilitators to ensure safe, inclusive and effective group environments.
- **Risk Management and Compliance**
Apply organisational policies, procedures and risk management practices, including maintaining appropriate documentation and contributing to a safe and supportive environment for participants.
- **Team Contribution and Organisational Alignment**
Work collaboratively as part of the Family Support Team, contributing to a positive team culture and ensuring alignment with organisational values, systems and strategic objectives.

Key Selection Criteria

Essential

1. Relevant qualification and demonstrated experience
Relevant qualification in social work or health related field, and at least 2 years' experience working with families, parents and/or carers, including facilitating peer-based support that builds connection, confidence and wellbeing.
2. Peer Support and Service Navigation
Experience providing non-clinical, person-centred peer support, including empathic listening, intake and referral, and connecting people with appropriate services.
3. Group Facilitation and Engagement
Experience facilitating support groups or workshops, including the ability to create safe, inclusive environments and encourage meaningful participation and managing group dynamics effectively.
4. Communication and Interpersonal Skills
Well-developed interpersonal and communication skills, with the ability to build rapport and engage effectively with diverse individuals, families and stakeholders.
5. Monitoring, Evaluation and Reporting
Demonstrated ability to contribute to data collection, monitoring and evaluation processes, with sound administrative and documentation skills.
6. Stakeholder Collaboration and Teamwork
Ability to work collaboratively within a team and liaise with internal teams, volunteers and external stakeholders to support coordinated service delivery.
7. Risk Assessment and Professional Practice
Demonstrated understanding of risk assessment frameworks, including family and intimate partner violence, suicide prevention and mental health.

Desirable

- Lived Experience and Values Alignment
Demonstrated lived experience supporting a trans, gender diverse or non-binary child or family member.
- Driver's License

How to Apply:

Applicants will need to submit their resume and a cover letter outlining the key selection criteria.

Please send your applications to recruitment@transcend.org.au

For more information, please contact the Director of Operations gloria@transcend.org.au.

Applications close: 5pm, Monday 14th of September 2026

Transcend Australia is an Equal Opportunity Employer and encourages trans, gender diverse and non-binary communities and their parents/carers to apply. We especially welcome applications from people who are Aboriginal and/or Torres Strait Islander; sexually diverse; intersex; disabled; carers; living with HIV; culturally and linguistically diverse (CALD); People of Colour and People of Faith