

Position Description

Intake and Family Support Practitioner

Location:	Rockhampton	Reports To:	Practice Supervisor
Award:	Social, Community, Home Care and Disability Services Industry Award, Level 4	PD Date:	October 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. Our [Innovate Reconciliation Action Plan 2025 – 2027](#) sets out our reconciliation vision and the practical actions we are taking.

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 Intake and Family Support Practitioner will manage referrals into the Rockhampton Intensive Family Support (IFS) Service and hold a case load. The role will be expected to triage the wellbeing, child protection and safety concerns of families being referred into the service and actively maintain contact with families on the waitlist. The Intake and Family Support Practitioner will also gather information from families and referrers to assess their appropriateness into the service and provide information, advice and alternate referral options as required. This position will also deliver an outreach model of family case-management programs to families, caregivers, kids, and young people within the Intensive Family Support team.

Key responsibilities

- Respond to and process referrals and referral enquiries in a timely, sensitive and effective manner.
- Assess risk of child harm and identify support needs of families, at both initial referral and during active hold phone calls.
- Deliver an outreach model of complex case-management programs to families, predominantly within their home environment.
- Manage and accurately maintain client information management systems.
- Work collaboratively with colleagues, other agencies and support services and provide information about support needs and alternate referral pathways as required.
- Identify child protection issues and report concerns to Child Safety.
- Undertake child protection risk assessments and screen for domestic and family violence risk, consulting with supervisors/ specialists as required to effectively manage and respond to identified risk.
- Maintain regular contact with families on the waitlist to ensure they receive appropriate support in a timely manner, either through Intensive Family Support services or via suitable referral pathways.
- Identify support needs of families and whether they meet the target criteria of the program.
- Maintain a caseload of families and provide evidence-informed case management interventions for clients with complex needs.
- Engage families, obtain consent and develop a case plan in conjunction with the family which addresses unmet needs and child protection concerns.
- Regularly attend and participate in case reviews and allocation meetings.
- Facilitate social learning, community connectedness, good health and well-being for young people and their families.
- Maintain your professional skills and meet our operational procedures.
- Build and maintain service level relationships with government and NGOs.
- Provide timely, quality reports to management.

General responsibilities

- Work in accordance with all Act for Kids policies, procedures and organisational requirements.
- Demonstrate a strong commitment to child safety, including cultural safety, by prioritising the rights, safety and wellbeing of all children in line with relevant child safe principles, standards and legislation.
- Identify, report and respond to child safeguarding risks in accordance with organisational policies, legal obligations and established risk management practices.
- Comply with work health and safety legislation, policies and procedures, take reasonable care for your own health, safety and wellbeing and that of others, and report hazards, incidents and injuries as soon as practicable.

- Engage actively in regular supervision and the Individual Development Plan (IDP) process, contributing to continuous learning and professional growth.
- Maintain confidentiality and privacy in all matters relating to children, families, team members and organisational information.
- Undertake other duties reasonably requested by your manager, consistent with the responsibilities of the role.
- Contribute as a client and customer-focused, values-based team member who works collaboratively to achieve positive outcomes across Act for Kids.
- Model Act for Kids' values in all workplace interactions by being *professional, ethical, caring, courageous, collaborative* and *team* oriented.

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.
- The ability to effectively resolve conflict in a calm and non-judgmental manner.

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.