

FAMILY SUPPORT ADVOCATE

YAC values diversity in all its forms and welcomes applications from Aboriginal and/or Torres Strait Islander people; those from ethnically diverse communities; and LGBTIQ+ persons.

Position overview	
Award:	Social, Community, Home Care and Disability Services (SCHADS) – Level 4
Purpose:	To support the delivery of YAC’s Family Support Program, predominantly in the provision of mobile support to young people who have legal issues and their families across the Greater Brisbane area.
Location:	Level 4, 16 Peel Street, South Brisbane QLD 4101
Hours:	30 hours per week (across 4 days) (eg. <i>Must be able to work between the hours of 7am and 7pm, Monday to Friday</i>)
<p>Applicants should note:</p> <ul style="list-style-type: none"> • This role requires significant travel across a large physical area (YAC vehicle provided for work-related travel). • This role involves working with young people and families with significant and complex issues. YAC supports the wellbeing of its staff who are encouraged to access regular supervision, including external supervision if staff consider that is appropriate in consultation with the Coordinator. • YAC staff must be able to work autonomously and as part of a small team. • YAC has an expectation that all staff will be reliable and punctual, both within the office and in responding to young people and their families, and support diversity and respect in the workplace and their practice. 	
Role and responsibilities	
<ul style="list-style-type: none"> • Provide flexible, integrated, and practical mobile support to young people in the geographic area who have legal issues and/or who are at risk of involvement in the legal system and whose family relationships are problematic and/or whose families need assistance to effectively support their young person. • Work with the Family Support Coordinator to provide information, referral and undertake solution focused interventions to respond to support needs as identified by the young people and their families. • Contribute to needs assessment, supported referrals and effective implementation of case planning responses that are innovative, coordinated, and holistic. • Be a strong advocate for young people and their families but also empower them to take control of their lives and make informed decisions. • Appropriately utilise brokerage funds to support implementation of a young person’s case plan. • Undertake all administrative recording and reporting tasks in relation to the above including being familiar with service agreement requirements including use of SRS database. • Regular and ongoing communication with the Family Services Coordinator to ensure seamless and consistent support for young people. • Work with young people to: <ul style="list-style-type: none"> ○ ensure their basic needs are being met ○ access tailored supports such as mental health responses, drug and alcohol services, 	

NDIS assessment and support and relevant counselling services through warm referral

- improve their cultural connectedness in collaboration with relevant people and organisations
- improve their relationships with family
- liaison with stakeholders (eg. Youth Justice, Child Safety, courts, other services) to provide holistic support.
- Being a strong advocate for young people, and their families where appropriate, in relation to their needs and ensuring that their voices are heard.
- Completion of all administrative recording and reporting in relation to the above to ensure accountability to the funding body
- Other duties as reasonably required

Required skills & qualifications

Prerequisites

1. a university level qualification in Social Work, Human Services or other relevant discipline with at least 2 years' experience **OR** at least 5 (5) years' work experience in similar roles.
2. possession of a current positive Working with Children clearance ("Blue Card").
3. possession of a current clean drivers' licence which allows you to drive in Queensland.
4. Australian citizenship or permanent residency or hold a visa which would allow you to work as advertised.

Essential

Demonstrated:

1. Demonstrated ability to undertake family-centred casework through a holistic approach in working with young people who experience family breakdown and intergenerational trauma.
2. Sound understanding of attachment theory, the impacts of trauma at a child and family level, and strengths based practice.
3. Ability to work with young people in an outreach capacity, including those with complex needs, and with their families where appropriate.
4. High level of interpersonal, oral communication and advocacy skills.
5. High level of ability to apply evidence-based (trauma-informed) and effective case management strategies, including assessment, case plan development, referral, and networking/engagement with relevant stakeholders.
6. Cultural capability, particularly in engaging and working with Aboriginal and Torres Strait Islander young people, families and communities of peoples of CALD backgrounds; and a demonstrated understanding of working appropriately with LGBTIQ+ young people; and young people with a disability.
7. Ability to work autonomously, and to work as part of a small team.
8. Excellent time management and record-keeping skills, advanced computer literacy skills including use and maintenance of cloud-based computer systems and software programs including Microsoft 365 and Adobe suite, and database coordination and reporting.
9. Effective organisational skills including self-management, planning, and prioritisation and the ability to work under pressure.
10. Commitment to Social Justice and Human Rights principles, particularly in relation to children and young people.

Desirable

1. Sound knowledge of the youth justice system, including court and bail
2. Knowledge of the child protection system
3. Knowledge of the education system
4. Familiarity with relevant family and youth support services and programs within the Greater Brisbane area
5. Current First Aid Certificate

Framework and practice principles

Client centred - staff will be flexible in terms of meeting with young people and their families, going to where they may feel most comfortable. Staff may need to be available before and after formal office hours.

Strengths based – the Service will draw on the strengths and resources of the individual and community to address the challenges they face.

Trauma informed - the Service will be trauma informed, recognizing the impact of early year’s trauma on brain development and the need to identify trauma informed behaviours.

Culturally competent – the Service will align with the Australian Institute of Criminology’s National Crime Prevention Framework’s best practice guidelines for preventing involvement in crime for Aboriginal and Torres Strait Islander people.

Persistent - means being visible to young people and showing that you are available to support in a non-paternalistic or patronising manner. Responses will include continuing to work collaboratively with services within the local service system and being visible to groups or at places until rapport is established. It also means being persistent in advocating for the needs of the young person where that intervention is agreed.

Reliable - is another fundamental: many vulnerable and disadvantaged young people feel let down by the adults around them. Building rapport with young people means showing that you are reliable in your support: staff must be where they say they will be when they say or do what they say they will do.

Practical - will be a key part of the case plan developed with the young person. This also means that responses must be realistic. A young person must feel that they are moving forward and effecting change in their lives and this means strategies and outcomes must be practical and achievable.

Comprehensive - recognised that a holistic response to young people’s life challenges is the only way to effect change.

Additional Information for Applicants

This is a great opportunity to join a well-respected community legal and social welfare agency and play your part in helping young people and their families to get their lives back on track!

YAC is a community legal and social support agency that provides free and confidential support to young people who are involved in or at risk of being involved with the youth justice system, child protection system, or homelessness in Queensland.

Vision

Young people achieve their full potential through the community accepting collective responsibility for their importance, empowerment, rights, well-being and humanity.

Mission

To increase young people’s access to legal and social justice by actively supporting and speaking out with and for young

people.

Philosophy

- Unconditional commitment to the UN Convention on the Rights of the Child
- Confidential, professional and honest engagement with young people
- Respectful engagement with stakeholders and others for the benefit of young people
- Holistic responses to address the interconnected and interdependent issues in young people's lives
- Advocacy for young people collectively as well as individually
- Collective responsibility as a staff for working as a team and upholding and delivering on YAC's mission and philosophy

For more detail about YAC and its programs, please see our Annual Reports on our website – www.yac.net.au/About/Governance