

POSITION DESCRIPTION

Position Title:	FAMILY SUPPORT PRACTITIONER		Version:	1.3
Position Reports to:	Families Coordinator			
Program:	Family Support Program (Counselling & Families)			
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)			
Role Level:	Worker	Direct Reports: Nil	Classification Level:	5
Date reviewed:	06/2025	Reviewed by: CFM, HR	Date next review:	06/2027

ORGANISATIONAL ENVIRONMENT

Encircle Community Services Ltd (Encircle) is the preferred Community Services provider in the City of Moreton Bay. We are a community-owned and operated organisation offering a range of support services and activities directly to families and individuals living in Moreton Bay and the greater North Brisbane area.

Since 1987, we have been committed to developing programs and services that support the wellbeing of community members, to encourage and enable community participation, and respond to identified community issues and needs.

Encircle operates across six sites including Kallangur, Lawnton, Redcliffe, Strathpine, Caboolture and Kedron. We have 80 staff and approximately 85 volunteers. Our programs and activities demonstrate a wide variety of integrated options for the people in our region.

Our Vision:

Our communities will thrive and be resilient by being engaged, connected and supported.

Our Mission:

To be a responsive, adaptive and sustainable organization to meet the changing needs of our communities.

Counselling and Families at Encircle:

The Counselling and Families Team deliver Counselling and Family Support programs that Encircle implements on behalf of the Queensland Government and the Australian Government.

Encircles team of qualified and experienced, professional counsellors provide essential support to individuals and families across the communities we support, delivering Generalist Counselling, Family Therapy, Specialised Domestic and Family Violence Counselling, and Children and Parenting group work.

Our Family Support and Young Parents Programs are designed to bring positive change for children and parents in areas including family relationships, children's development and parenting. Our services and programs support families as they manage a variety of factors impacting their lives, e.g., individual or family trauma, domestic and family violence (DFV), substance use, financial hardship, or mental health impacts – often in the context of social stigma and isolation. We deliver outreach and centre-based services and provide tailored services building support networks and connections as well as specialised referral pathways. Our services help our clients navigate through life's various challenges including, financial hardship and the vast array of practical realities presented by pregnancy and parenting. Equipped with knowledge, skills, confidence, and greater connections to support systems, networks and their community, our clients are able to confidently continue their family journey.

PURPOSE OF ROLE

Coordinate and drive collaborative case management services for vulnerable families with complex needs, utilising a Strengths-based Framework to develop services that focus on prevention and early intervention to improve family wellbeing.

Contribute to the establishment of operational objectives for the Family Support team, utilising sound knowledge and skills gained through qualifications and experience.

MAIN DUTIES AND RESPONSIBILITIES

Working as a member of the Family Support Team, promote collaboration and engagement with other support services and stakeholders to provide a targeted and solution focused response to client needs.

Manage and plan daily work schedules to deliver integrated and coordinated support services to identify and achieve goals for positive outcomes for families in line with best practice, providing both outreach and office-based support services.

Duties:

- Strengthen family capacity and resilience by providing effective case management support using strengths-based, child-centered, and family-focused approaches.
- Enhance the wellbeing of children, young people and families through the collaborative development, implementation, monitoring and reviewing of case plans and outcomes alongside families, ensuring the voices of both children and caregivers are represented.
- Deliver culturally appropriate and sensitive services to First Nations people and people from Culturally and Linguistically Diverse backgrounds.
- Undertake assessment processes including risk assessment to ensure the safety and wellbeing of family members and staff.
- Complete appropriate and relevant professional reports, support letters, and documentation to advocate for the support needs of families.
- Maintain accurate, timely and comprehensive case notes and ensure that regular review and evaluation occurs against agreed family and individual support plan goals in collaboration with the supervisor.
- Support and facilitate responsive and tailored groupwork programs to meet community needs and to support alternative referral pathways.
- Develop and maintain purposeful networks, service delivery partnerships, and referral pathways.
- Complete accurate and comprehensive service reports as required by supervisor and funding bodies.
- Comply with agency, program and legislative requirements in relation to privacy, confidentiality of information, information sharing, case recording and data entry requirements.
- Support and contribute to the ongoing development and improvement of the service through involvement in regular program planning, review and evaluation, and strategic planning processes.
- Participate collaboratively as part of a team and contribute to a positive team culture.
- Any other duties relevant to the position as delegated by the supervisor.

Delegated Authorities:

- Not applicable

KEY POSITION OUTCOMES

- Understanding and use of a Strengths-based Framework and use of a variety of evidence-based approaches suited for working with families and children.
- Successfully deliver trauma informed case management support and group work in line with program requirements.
- Maintain client record system and other files as required including comprehensive case notes, goal-oriented case management plans, progress notes, documentation of changes and review notes.
- Develop and maintain key stakeholder engagement initiatives to provide integrated responses, and effective interagency service provision.
- Meet funding and reporting outputs and requirements.

Qualifications:

- Bachelor level qualification in social work, psychology, human services, or a related field.

Capabilities:

- Demonstrated professional case management skills, including high-level planning and organisation, assessment, and complex decision-making skills.
- Experience working with vulnerable families and an understanding of the factors that contribute to vulnerability.
- Experience applying strengths-based and trauma-informed practice.
- Knowledge of current evidence-based practice, legislation and trends relevant to Child Protection and family systems.
- Cultural awareness and competence in working alongside other cultures including First Nations Peoples and people from a CALD background.
- Excellent verbal and written communication skills.
- Ability to work autonomously and as part of a multidisciplinary team.
- Experience developing, coordinating and facilitating group-based activities and programs.

Previous Experience:

- Minimum of two years' experience working with families with complex needs.

Other:

- Police Check
- Open Driver's License
- QLD Working with Children - Blue Card
- First Aid Certificate or Ability to Obtain

KEY SELECTION CRITERIA

KSC1: Demonstrated ability to provide case management support to families with complex needs that builds family capacity and strengthens resilience.

KSC2: Proven experience effectively identifying and assessing support needs and making decisions in complex case management situations.

KSC3: Demonstrated ability to purposefully engage and collaborate with agencies within the community to deliver better client outcomes.

KSC4: A high degree of professionalism and well-developed interpersonal skills with a capacity to liaise effectively with a wide range of people including clients, service providers and staff.

KSC5: Well-developed communication and computer skills that include the management of client records, database management, collection of statistical data and report writing.

KSC6: Demonstrated ability to practice within a client centered, strengths based, trauma informed framework.

KSC5: Demonstrated understanding of the challenges and needs of all community members including First Nations Peoples, culturally and linguistically diverse communities, LBGTIQA+ backgrounds, and other vulnerable population groups.

Key Documents:

- Encircle Policies and Procedures

Employee Name: Brianna Hague

Employee Signature:

Dated: