



POSITION DESCRIPTION

Position Title:	YOUNG PARENTS SENIOR PRACTITIONER			Version:	1.2
Position Reports to:	Families Coordinator				
Program:	Family Support Program				
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)				
Role Level:	Worker	Direct Reports:	No	Classification Level:	5
Date reviewed:	01/2026	Reviewed by:	C&F, HR, CEO	Date next review:	01/2028

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 130 volunteers. Our programs and activities demonstrate a wide variety of integrated options for the people in our region.

Our Vision:

The people of Moreton Bay are supported to live with dignity through access to basic human rights including safety, shelter and freedom of choice.

Our Purpose:

Support and Advocate for the people of the City of Moreton Bay through: Leading, Advocating, Aligning, Seeking, and Learning.

This role sits within the Counselling and Families Teams.

PURPOSE OF ROLE

The Young Parents Practitioner is a highly skilled professional responsible for providing quality family support case management services to vulnerable young families with complex needs. Utilising a Strengths-based Framework, the Young Parents Practitioner provides a prevention and early intervention outreach support service to effectively assist families with a diverse range of needs in order to improve family outcomes. Additionally, the Young Parent Practitioner will coordinate and facilitate group work to further assist young parents to build capacity and improve individual and family wellbeing.

The position requires a background in working with families and experience in case management. Additionally, a comprehensive knowledge of child development, antenatal care, and experience working with young parents is highly desirable. This position requires knowledge of child protection legislation and an ability to manage a demanding workload.

MAIN DUTIES AND RESPONSIBILITIES

The Young Parents Practitioner as part of the Young Parents Program (YPP) Team delivers integrated and coordinated support services to assist families to reach collaborative goals in line with best practice. Support offered is primarily outreach-based support and group work however phone or virtual support is also available.

Duties:

- Strengthen family capacity by providing effective case management support through the use of strengths-based, child-centered, and family-focused approaches to reduce risk of harm and/or re-entry into statutory systems.
- Facilitate young families access to care, support, and education around their health needs, parenting, and life stages.
- Develop, coordinate, and facilitate a range of responsive and tailored groups for young parents and their children, collaborating with clinical service providers as relevant.
- Utilise effective engagement and rapport building strategies to support young parents' participation in services.
- Conduct intake and assessment of referrals and enquiries, managing service capacity in collaboration with the supervisor.
- 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.
- Provide support to address practical barriers to social inclusion such as housing, social isolation, employment, and education.
- Undertake high-level assessment processes including risk assessment to ensure the safety and wellbeing of family members and staff in collaboration with supervisor, including child protection risk assessment and notification as required.
- Complete appropriate and relevant professional reports, support letters, and documentation to advocate for the support needs of families as required by various agencies and Government departments.
- Support children (and their caregivers) to meet appropriate developmental milestones through provision of support, education, access to resources, and referral pathways for families.
- Support families to connect and engage with other appropriate support services within their local community, navigate systems and provide advocacy where required. Coordinate with relevant service providers to clarify service responsibilities and scope, minimising duplication of services.
- 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.
- Manage the overall programming, administration, implementation and budget of any groupwork conducted, is in consultation with the supervisor.
- Develop and maintain purposeful networks, service delivery partnerships, and referral pathways; actively engaging with networks/partners around emerging themes and friends across the sector.
- Maintain a commitment to best practice through active participation in relevant professional development and training opportunities including supervision.
- Coordinate and participate in activities as relevant to the position, including broader organisational events.
- Complete accurate and comprehensive service reports as required by supervisor and funding bodies.
- Comply with agency, program and legislative requirements in relation to information sharing, case recording and data entry requirements.

- 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.
- Assist with the supervision of students as required.
- Any other duties relevant to the position as delegated by the supervisor.

Delegated Authorities:

- Not applicable

KEY POSITION OUTCOMES

Capabilities:

- Demonstrated professional case management skills, including high-level planning and organisation, assessment, and complex decision-making skills.
- Experience working with vulnerable young people and families and an understanding of the factors that contribute to vulnerability especially as related to child protection issues.
- Understanding of 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 First Nations Peoples.
- Sensitivity, empathy, and respect for the diversity of customs, values, and spiritual beliefs of others.
- Excellent verbal and written communication skills.
- Ability to work autonomously and as part of a multidisciplinary team.
- Group facilitation experience and skills.

POSITION REQUIREMENTS

Qualifications:

- University level qualification in social work, psychology, human services or related field

Previous Experience:

- Minimum of three years' experience working with families with complex needs

Other:

- Police Check
- Open Driver's Licence
- Qld Working with Children – Blue Card
- Whooping cough vaccination
- Current First Aid and CPR Certification



KEY SELECTION CRITERIA

- KSC1:** Demonstrated understanding of a strengths-based framework, trauma-informed practice and Encircle's key operating principles.
- KSC2:** Demonstrated ability to provide case management and effectively identify and assess support needs and make complex decisions in relation to client case management.
- KSC3:** Demonstrated ability to coordinate and facilitate groups for young parents including antenatal education and child development or similar.
- 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:** Demonstrated awareness and experience in working with people from Aboriginal and Torres Strait Islander and culturally and linguistically diverse backgrounds.
- KSC6:** Well-developed computer skills that include the management of client records, database management, collection of statistical data and report writing.

Key Documents:

- Encircle Policies and Procedures

Employee Name: _____

Employee Signature: _____

Dated: _____

