

## POSITION DESCRIPTION



<b>Position Title:</b>	<b>Child and Family Advocate - The Courage Project</b>
<b>Location:</b>	Mackay (Isaac and Whitsunday Regions Included)
<b>Employer:</b>	Bravehearts
<b>Terms:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 Level: 5
<b>Reports to:</b>	Practice Manager - The Courage Project

**The Courage Project** is a collaboration between Bravehearts and Mackay Women's Services (MWS) to provide a trauma informed mental health service for children under 14 years old who have and/or are experiencing physical and/or sexual abuse/assault and at risk of self-harm in the Mackay, Whitsunday and Isaac area. The Courage Project brings together over 45 years of collective experience protecting children and young people.

### **Purpose of Position:**

The Child and Family Advocate assists children and families affected by child sexual assault and/or physical violence. They provide advocacy services and therapeutic supports as appropriate. They will collaborate with government service providers and community partners to ensure the best outcomes for children as well as provide community education.

### **Term of Appointment:**

Fixed term part time – In line with funding agreement [30 June 2022].

### **Reporting Relationships**

Reporting to the Practice Manager

### **Primary Duties and Responsibilities:**

#### **Child Advocacy Areas of Responsibility**

- Provide assertive case management support to children, young people and their families through involvement with The Courage Project.
- Advocate on behalf of and alongside children, young people and families as required.
- Assist clients to receive services by telephone, in person or via outreach.
- Provide crisis intervention and therapeutic support as required.
- Assist clients to get involved in beneficial activities within their communities.
- Assessment of client needs and gather relevant information to support completion of Case Management Plan.
- Offer information and education to clients and their families.
- Contact and make referrals to other agencies and services as required.
- Maintain accurate records and preparing reports.
- Attend and facilitate stakeholder meetings (where appropriate).
- Participate in training, supervision, and meetings.
- Participate in self-care activities.
- Other duties as requested by the Practice Manager.
- Attendance at conferences/meetings/Bravehearts or MWS functions as required or approved by the Director of Therapeutic and Support Services.

#### **Community Education Areas of Responsibility**

- Develop community education programs that can be delivered to community members, families and local services relating to The Courage Project and working with children and young people affected by child sexual assault and physical violence. This training is to include how to identify and respond to mental health and trauma concerns for children, young people, and families.

- Establish Stakeholder forums and cross agency training sessions in partnership with Practice Manager.
- Ensure contemporary knowledge on trauma and latest research.

**Daily Expectations:**

- Complete case notes by close of business on the day of the client's session.
- All staff are required to maintain their Outlook calendar to reflect their client appointments.
- Undertake standardised assessments with their clients and enter into the Service Record System in a timely fashion.
- All staff are required to keep client profiles and records on the Service Record System up to date.
- Undertake travel to deliver outreach support services.

**Key Performance Indicators:**

- Maintain case load as negotiated with the Practice Manager.
- Maintain client records in an accurate and timely manner.

**Personal Specifications:**

**Qualifications/Experience:**

- A tertiary qualification in Social Work, Psychology or other relevant field which incorporates foundational knowledge in counselling and both family and system engagement skills.
- One to two years' work experience in a social work or case management capacity with children who have either experienced or witnessed trauma.
- Candidates must possess a current Australian driver's licence
- Must have or be willing to apply for a Working with Children Check (Blue Card) and National Police Certificate.

**Personal Qualities:**

- The appointee needs to possess personal qualities of integrity, sound judgement, empathy, and respect for individuals.  
Respect for privacy and confidentiality;
- Individual should be creative, resourceful, detail-oriented, and flexible, possessing a positive attitude, tact, good judgment, cultural sensitivity, and the ability to work well as a team member with staff, community professionals, and volunteers. The capacity to work enthusiastically within the parameters of The Courage Project's mission and philosophy and to its vision for an optimum contribution to the lives of children and young people who have experienced trauma, their non-offending family members and primary caregivers;

**Skills and Abilities:**

- An understanding of the effects of trauma on the individual, family, interpersonal, and societal level;
- An understanding and knowledge of the criminal justice, child protection and health systems.
- Exceptional organisational and time management skills.
- Experience with child abuse and mental health interventions.
- High levels of verbal and written communication, as well as well-defined negotiation and mediation skills are essential.
- Individual should ensure accuracy and confidentiality in all work.
- Intermediate use of Microsoft office suite 365 and keyboard skills.

I, \_\_\_\_\_ acknowledge that I have no past or pending convictions or allegations in relation to harming a child or acting inappropriately toward them nor have I ever

deliberately harmed a child or acted inappropriately toward them. I will immediately inform my manager of any charges of child sexual assault or physical violence and abuse.

I have read, agree and understand my position description. I understand that any inappropriate behaviour towards children on my part may lead to me being stood down from my position, and any prosecution of child sexual assault or violence towards a person, whether at work or not, may lead to immediate termination of employment. I declare that there is no medical or other condition which would stop me from undertaking the duties listed.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_