

JOB TITLE Family Support Worker

REPORTS TO Outreach Manager

POSITION DESCRIPTION

Position purpose	<ul style="list-style-type: none"> The primary purpose of this role is to provide support to families, assisting parents in developing effective skills and strategies to manage challenging behaviours—particularly those that may be linked to substance misuse and related issues. The role also involves offering dedicated support to families of young people who are clients of Teen Challenge QLD. This position plays a vital role in delivering practical support, education, and appropriate referrals to empower families and strengthen their capacity to navigate complex challenges. <p>This is a full-time position.</p>
Main tasks	<ul style="list-style-type: none"> Provide active support to parents, promoting safe, effective, and developmentally appropriate strategies that foster healthy child development. Deliver family-centred support, ensuring services are tailored to the unique needs and circumstances of each family. Offer information, education, and guidance on age-appropriate parenting practices, including practical suggestions and referrals to relevant services and resources. Share information on Teen Challenge QLD (TCQ) programs and other available service options to encourage family involvement in treatment and recovery processes. Represent the organisation by attending community and network meetings, engaging with a broad range of stakeholders to build collaborative partnerships. Maintain high standards of care planning and goal setting, including the preparation of accurate statistical reports. This includes the completion of quarterly data reporting requirements for the funding body and prompt responses to all enquiries. Provide appropriate referrals to external service providers, ensuring families are connected with the support they need. Facilitate opportunities within the program that empower parents to strengthen their capacity to respond effectively to the challenges experienced by their children.
Other Duties	<ul style="list-style-type: none"> Provide administration support where required Participate in staff meetings and Local Level Alliance (LLA) meetings
Required qualities	<ul style="list-style-type: none"> Professional approach combined with a clear understanding of issues that face children, young people and families. Empathetic and ability to establish clear professional boundaries.

- Ability to work within a team environment as a sole practitioner.
- Proven ability to prioritise, manage time and maintain work quality and performance during tight schedules as a sole practitioner.
- Excellent attention to detail.
- Ability to build strong relationships with internal and external stakeholders and exceptional interpersonal skills and communication, non-judgemental approach and ability to work in a diverse and dynamic environment.

Mandatory Requirements

- A current Senior First Aid Certificate
- A current Driver's License
- A current Working with Children Suitability Card (Blue Card)

PERSON SPECIFICATION

Qualifications

- A relevant qualification, minimum Cert IV, child, youth or family intervention, youth work or case management.
- Desirable but not essential – A relevant tertiary qualification

Experience

- Intermediate Computer Skills (Word, Excel and Outlook)
- Demonstrated ability to work with families and children

Knowledge

- A knowledge of the Alcohol and Other Drug sector, child, youth and families.

Skills & competencies

- **Communication:** Demonstrates exceptional verbal and written communication skills, with a strong ability to engage in person-centred and audience-appropriate interactions. Maintains professionalism and clarity in all communications, both internal and external. High attention to detail.
- **Record Keeping:** Proficient in accurate and timely record keeping and documentation, adhering to organisational standards and compliance requirements.
- **Teamwork:** Collaborative and approachable, with a willingness to support and contribute to team goals. Builds positive working relationships and fosters a cooperative team environment.
- **Time Management & Organisation:** Effectively manages time and prioritises tasks to meet deadlines without the need for close supervision. Demonstrates the ability to plan, organise, and execute administrative responsibilities within the designated portfolio efficiently and independently.

Personal attributes

- Professional non-judgemental approach (essential).
- Ability to work confidently as a sole practitioner (essential).
- Positive approach to change and ability to work in a dynamic environment (essential).