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## Role description

Role Title	Intensive Family Support Case Manager – Child Development Specialist
Team	Intensive Family Support
Location	Jimboomba
Classification Level	5
Reports to	IFS Program Manager

## Our vision and values



### Excellence:

we deliver high quality services and have high expectations



### Integrity:

we act honestly and openly



### Optimism:

we think and act with confidence about people and the future



### Steadfastness:

we persist to overcome barriers and adversity with our clients



## Building independence and participation

YFS is a not-for-profit organisation that backs vulnerable people in the Logan and surrounding area to overcome adversity and to thrive.

Since 1983 we have been building people's capacity to live independently and participate in our local community through a range of initiatives and services. These include social enterprises that build employment prospects, programs that help homeless people get into long-term housing, and initiatives to reduce the prevalence of domestic and family violence.

## Vision for reconciliation

YFS' vision for reconciliation with Aboriginal and Torres Strait Islander peoples is to develop and provide services based on respect and understanding. YFS acknowledges the past and works to build independence, participation and closing the unacceptable gap between Aboriginal and Torres Strait Islander and other Australians' health and wellbeing. [YFS Reconciliation Action Plan](#)

## Primary purpose

This role resources parents to fulfil their responsibilities to protect and care for their children, and to strengthen their families.

## Key accountabilities

### Service delivery

- Provide purposeful and tailored case management services to families. This includes assessment, planning, service delivery in accord with goals, reviewing and record keeping
- Provide parent coaching support that builds on a family's aspirations to give their child the best start in life.
- Develop information resources for families and other IFS case workers as required, and support referrals to other services as required.
- Deliver quality, accessible, and flexible services to participating families in accordance with YFS's strategic direction and values.
- Complete and apply the Queensland Child Safety, Youth and Women's "Structured Decision Making (SDM) Tools" in line with the SDM policy and procedure manual.
- Follow the directions of line management to ensure industry and quality standards are met.

### External relationships

- Build and foster collaborative partnerships with other agencies and stakeholders to provide and maintain effective, accountable services for clients, and report on developments.
- Build a network of contacts in other relevant organisations and ensure YFS's image and reputation is maintained.
- Understands significant team and organisation external stakeholder relationships and their importance.

### Leadership and values

- Apply YFS values, ethics, policies, and procedures across all work practices. Contribute to the resolution of work-related matters by being honest, approachable, and responsive.
- Demonstrates and guides other team members in applying a high level of motivation, self-awareness, and resilience to fulfil the requirements of the job role.

### Teamwork and collaboration

- Contribute to the development of a cohesive team environment by participating in meetings, scheduled activities, and team processes. Share information, communicate, and present ideas in team meetings.
- Work with other team members to implement new and/or adapt existing work methods to improve service delivery. Identify and respond to changing needs of clients and/or YFS.
- Recommends changes to procedures and quality standards that may impact across other work areas.

### Professional accountability

- Use YFS and partner information and resources accountably.
- Undertake work in accordance with team standards and YFS policies, protocols, and procedures, including workplace health and safety, risk management, and relevant legislative requirements

### Problem solving and decision making

- Identify and resolve problems, and contribute to improving working processes and procedures to improve service delivery to clients.



## Administration

- Enter data, maintain records, and complete documents in line with YFS document management and record keeping procedures.
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## Cultural respect

- Acknowledge the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience
- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds

## Relevant skills, knowledge and experience

### Experience and qualifications

- Relevant tertiary qualifications in human service, child development, early childhood education, social sciences and minimum 2 years' experience in the child development field are essential

### Knowledge and experience specific to the role

- Demonstrated knowledge, skills, and experience in working with families with children and young people within a case management framework.
- Demonstrated knowledge of childhood development and how to address family and household concerns.
- Has sufficient knowledge and practice expertise to judge and assess available research, and standard client service delivery situations and problems and recommend appropriate solutions.
- Applies trauma-informed practice to their client work and can coach staff in strategies to help clients respond to impacts of trauma and disadvantage.
- Demonstrated understanding of cultural contexts and the unique needs of Aboriginal children and young people.
- Demonstrated experience in applying an appropriate framework for assessment and intervention in relation to family violence and child protection.
- Undertakes holistic person-centred strengths-based assessments and interventions in close cooperation with other professionals.
- Effective written communication skills to write correspondence and prepare short reports.
- Demonstrated organisational skills to plan and prioritise work efficiently and effectively and manage competing demands and priorities.
- Refer to the level 5 competencies in the Social, Community, Home Care and Disability Services Industry Award.

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### Other role requirements

- Work out of hours when required to respond to client needs (e.g., to assist with before and after school routine and engagement with weekend events)
- Current Queensland C Class driver licence
- Current First Aid Certificate, or ability to obtain
- Current Positive Notice Blue Card

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### Additional information

An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All employees are required to observe YFS' policies and procedures. Employment in the position will be subject to an annual performance plan and review, with initial appointment subject to a probationary period of five months.