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## Role description

Role Title	Intensive Family Support Case Manager
Team	Intensive Family Support Program
Location	Jimboomba
Classification Level	4
Reports to	Intensive Family Support 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



### Courage:

we challenge ourselves and others to create change



## 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 has a long history of working with and empowering First Nations peoples. As a mainstream community-based organisation, the Board and staff recognise our role in contributing to closing the gap and improving the lives of First Nations people in our community. The [YFS Cultural Framework](#) sets out our continuing commitment and the actions we will take as a community member, a service provider and an employer to back First Nations peoples to achieve their aspirations and thrive.

## 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.
- Complete domestic and family violence risk assessments and planning when required.
- 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.
- Model and mentor families by providing practical strategies and assistance in such areas as parenting skills, routines, travel, budgeting and tenancy commitments.
- Link families with relevant expertise and connections in the community including referrals to services such as medical and mental health professionals, drug and alcohol supports, domestic violence specialist services, child development services, child and youth mental health, education and employment supports, and social connections.

### External relationships

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

### Leadership and values

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

### 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 the changing needs of clients and/or YFS.

### 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.
- Recommend changes to procedures and quality standards that may impact on other work areas.

### Problem solving and decision making

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

## Administration

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

## 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

- Bachelor degree in psychology or social work, or equivalent social science qualifications plus experience in child protection, out of home care or family therapy.

### Knowledge and experience specific to the role

- Demonstrated knowledge and experience in working within a case management framework.
- Demonstrated knowledge, skills and experience in providing prevention and early intervention services to families.
- Demonstrated knowledge of childhood development and how to address family dysfunction.
- Demonstrated knowledge of the underlying individual, family and societal issues impacting on parents' protection and care of their children.
- Demonstrated experience in applying an appropriate framework for assessment and intervention in relation to family violence and child protection.
- Apply an understanding of the impact of trauma and disadvantage to work with clients, as relevant to the role.
- Effective written communication skills to write correspondence and prepare short reports.
- Demonstrated organisational skills to plan and prioritise work efficiently and effectively, and to manage competing demands and priorities.
- Refer to the level 4 competencies in the Social, Community, Home Care and Disability Services Industry Award.

## 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.

## 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.