

Team	Step By Step
Location	Slacks Creek
Classification Level	5
Reports to	Program Manager – Step By Step

Your Story. Our Commitment.

At YFS, our teams show up every day, listening deeply and responding with care. People feel seen, heard, and genuinely supported because our staff bring unwavering commitment, walking alongside them to honour their stories and help shape their futures.

Our Values



Excellence – We don't just deliver services – we create meaningful impact



Integrity – We act with honesty, transparency and respect



Optimism – We see possibility where others see barriers



Steadfastness – We walk alongside our communities with determination, grit, and care



Courage – We challenge systems, policies, and practices that create inequity

YFS has a long history of working with and empowering First Nations peoples.

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.

YFS is committed to promoting a unified, harmonious, safe and inclusive community. We recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

We pride ourselves on ensuring our services and work environments are safe, inclusive, welcoming and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.

Primary Purpose

Family Resource Practitioners are part of an exciting integration initiative bringing together a multi-disciplinary team to back young parents to thrive through relationship-based work and access to specialists.

Family Resource Practitioners build strong relationships with young families, to support them to articulate what their goals and ambitions, developing a tailored response to young families and “do what it takes” to support each family member to thrive.

The team works together to improve:

- Young parents' capacity, confidence, and wellbeing
- Children's development and wellbeing.

Key accountabilities

Service delivery

- Support and equip young families to pursue their goals, building strong relationships with young parents as a foundation for change, and adapting approaches to the work including strengths-based case management, motivational interviewing, family coaching and group work depending on the family's capacity and circumstances at the time.
- Work collaboratively within an integrated team to deliver a tailored response to support each family's aspirations.
- Provide a culturally safe environment and engagement for first nations and culturally and linguistically diverse young families.
- Build a young parent's capacity to problem solve and implement solutions to challenges that arise for young families, providing advocacy when needed.
- Provide a safe space for young parents to explore and develop safe and healthy relationships skills that will support relationships in all aspects of their lives. Working with a family holistically, to support meaning change intergenerationally.
- Support young parents to develop their identity as individuals and as parents, building their capacity and skills to support their children's development.
- Support young families to build their own positive support network, engage in the community around them and develop positive help seeking behaviours.
- Deliver quality, accessible, and flexible services to participating families in accordance with YFS's strategic direction and values.
- Follow the directions of line management to ensure industry and quality standards are met.
- Work with the Program Manager and stakeholders including the team's critical friend to maintain model integrity and to facilitate evaluation of the team.

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.

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.

Teamwork and collaboration

- Contribute to developing a cohesive team 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.

Problem solving and decision making

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

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.
- Work within the standards and principles of safeguarding children and vulnerable adults. YFS Ltd. has a zero tolerance of physical and sexual abuse, including grooming behaviours, and all allegations and safety concerns will be treated very seriously and consistently as per our Safeguarding Framework, policies, procedures and legal duties.

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

- Relevant tertiary qualifications (Degree in relevant discipline) and/or experience are essential.

Knowledge and experience specific to the role

- Demonstrated knowledge, skills, and experience in working with young parents (under 25) and/or young people.
- Demonstrated knowledge of both adolescent and childhood development and how to address family and household concerns.
- Demonstrated knowledge of – and a passionate interest in addressing – the underlying individual, family and societal issues impacting young parents' caring for their children.
- Demonstrated experience in relation to supporting families experiencing family violence and child protection issues.
- Demonstrated experience utilising an appropriate framework for assessment and intervention with families and children.
- Demonstrated experience in person centred, trauma informed service delivery.
- Experience in undertaking holistic person-centred strengths-based assessments and interventions in close cooperation with other professionals.
- Good 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.

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.
 - Current National Police Check.
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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.