

Team	Advocacy, Healing & Recovery
Location	Jimboomba
Classification Level	6
Reports to	Program Manager – Advocacy, Healing and Recovery

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

As a Local Link Advocate with YFS, you will strengthen connections between primary healthcare providers and the family, domestic and sexual violence (FDSV) service system across Jimboomba & Scenic Rim. Working collaboratively with general practices, community partners, and victim-survivors, you will build workforce capability through education, advocacy, and innovative engagement initiatives. You will also support participants to access the right services through assessment, referral, and case management, promoting safety, healing, and recovery.

Key accountabilities

Service delivery

- Build and maintain strong relationships with general practices, Aboriginal and Torres Strait Islander Community Controlled Health Services, and other key stakeholders to strengthen referral pathways into the Local Link program.
- Deliver education, training, and capacity-building activities that increase the confidence and capability of primary healthcare providers in responding to family, domestic and sexual violence (FDSV), and child sexual abuse (CSA).
- Provide consultation, advice, and secondary support to healthcare professionals regarding the identification, assessment, and referral of individuals impacted by FDSV and CSA.
- Receive, assess, and triage referrals from primary healthcare providers, ensuring timely access to appropriate services and supports.
- Deliver client-centred, trauma-informed support to victim-survivors, including risk assessment, safety planning, advocacy, and brief case management as required.
- Facilitate warm referrals and coordinated responses across government, non-government, health, housing, legal, and social support services.
- Promote the Local Link program through community engagement, networking opportunities, practice visits, presentations, and innovative outreach activities.
- Contribute to continuous improvement, service development, and the identification of emerging trends, needs, and opportunities within the primary healthcare and community sectors.
- Deliver services that are culturally safe, inclusive, and responsive to the needs of diverse communities, including Aboriginal and Torres Strait Islander peoples, young people, and culturally and linguistically diverse populations.

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 in Social Work, Human Services, Psychology, Community Services, or a related discipline.

Knowledge and experience specific to the role

- Demonstrated experience supporting victim-survivors of family, domestic and sexual violence and/or child sexual abuse.
- Experience working with individuals experiencing crisis, trauma, and complex needs.
- Sound knowledge of contemporary theories, frameworks, and best practice approaches relating to FDSV, CSA, trauma-informed practice, and recovery-oriented support.
- Demonstrated ability to undertake risk assessment, safety planning, advocacy, and case coordination.
- Experience building collaborative partnerships with government, non-government, health, and community service providers.
- Strong communication, engagement, and relationship-building skills, with the ability to work effectively with a broad range of stakeholders.
- Experience delivering training, education, presentations, or workforce development activities.
- Ability to work autonomously while contributing positively within a multidisciplinary team environment.
- Demonstrated cultural capability and commitment to delivering culturally safe and inclusive services.
- Strong administrative and organisational skills, including the ability to maintain accurate case notes, records, and reporting requirements.
- Well-developed problem-solving skills and the ability to adapt to emerging priorities and innovative service models.

Other role requirements

- Current Queensland C Class driver licence.
- Current First Aid Certificate, or ability to obtain.
- Current Positive Notice Blue Card.
- Current National Police Check.

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.