



POSITION DESCRIPTION

Directorate: Health and Community Services Directorate

Position Number: P46675

Division: Children Youth and Families

Classification: Child and Youth Protection Practitioner 3 (CYPP3)

Business Unit: Child, Youth and Family Safety

Location: 220 London Circuit, Canberra City

Position Title: Family Group Conference Facilitator

Last Reviewed: June 2026

Note: This is an Aboriginal and Torres Strait Islander identified position.

DIRECTORATE OVERVIEW

The Health and Community Services Directorate (HCSD) delivers a broad range of health and human services to support the wellbeing of the ACT Community and ensures our public health system meets the community's needs, now and into the future. HCSD provides strategic leadership on policy and population health direction for the ACT health system, ensuring services are innovative, effective, and responsive to community needs.

Alongside health strategy, HCSD is responsible for a range of human services including multicultural affairs, services for older people, housing, women's initiatives, family and domestic violence and homelessness services, and support for children, youth, and families. The Directorate also leads community disaster recovery and Aboriginal and Torres Strait Islander engagement.

HCSD is an inclusive employer where all people are respected and valued for their contribution. We strongly encourage and welcome applications from Aboriginal and/or Torres Strait Islander people, People with Disability, people from culturally and linguistically diverse backgrounds, veterans, mature age workers and lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) people

DIVISION OVERVIEW

Children, Youth and Families (CYF) is a division of the Community Services Directorate. It works in partnership with the community to protect children and young people from being harmed and from harming others. CYF also works in partnership with families, carers and community agencies to ensure children and young people are safe and achieve the best possible life outcomes.

Next Steps for Our Kids 2022-2030 captures a vision for an ACT child protection system which places the needs of children and young people at the centre of its mission and prioritises their best interests as the paramount consideration in decision making.

CYF deliver a family services model that integrates family support and targeted prevention with statutory interventions and out of home care (OOHC). The model ensures effective supports for children and young people are in place and enhances our response to work with Aboriginal and Torres Strait Islander families and communities.

This model drives greater focus on targeted prevention programs, and specialised adolescent services that acknowledge the unique needs of young people engaged, or at risk of engaging with the youth justice system.

BUSINESS UNIT OVERVIEW

The Child, Youth and Family Safety Branch has a statutory responsibility to support children, young people and families requiring a child protection response. Child and Family Safety and Support Services works in partnership with families, carers, and community agencies to ensure children and young people are safe and achieve the best possible life outcomes. In addition to child protection functions, the branch also manages family support responses, inclusive of prenatal, domestic, and family violence and First Nations support responses.

The primary functions of the Child and Family Safety and Support Services branch include child safety and intake and family support responses.

CYF, First Nations Family Connection and Engagement Unit provide culturally safe and inclusive practices for Aboriginal and Torres Strait Islander families, ensuring respect, dignity, and culturally responsive support in all interactions. First Nations Family Connection and Engagement Unit includes:

Family Group Conference (FGC): FGCs are facilitated meetings that place families at the centre of decision-making. With the support of a coordinator, families come together to develop safe and practical plans for the care and wellbeing of their children. These conferences: empower families to take ownership of solutions; promote transparency and shared understanding; foster collaboration between families and professionals; respect cultural values and family dynamics.

POSITION OVERVIEW

The Family Group Conference Facilitator is responsible for the management and facilitation of Family Group Conferences for Child, Youth and Family Safety. This will be done through working in collaboration with CYF Practitioner, children, young people, their families and relevant agencies.

The position will be required to work closely with all people involved in the Family Group Conference process to ensure a structured and supportive approach is undertaken. This will enable families to address issues and concerns raised by Child, Youth and Family Safety and enable them to identify their own family plan to move forward with the child's needs always being the primary focus.

The role requires compliance with the relevant provisions of the *Children and Young People Act 2008* and other legislation to consider the child protection issues and determine outcomes in the best interests of children and young people.

WHAT YOU WILL DO

Under limited direction, you will:

- Management and facilitation of culturally appropriate Family Group Conferences.

- Work with CYF Practitioner throughout the Family Group Conference process to guide CYPs' practice to create a continuum of care that is trauma informed, child focussed and responsive to client needs.
- Work in collaboration with children, young people, their families, carers, government, and non-government agencies to facilitate improved outcomes within a statutory framework in line with the Aboriginal and Torres Strait Islander Placement Principles
- Ensure Aboriginal and Torres Strait Islander children and young people are at the centre of the work we do and decisions are made in their best interest.
- Actively work and engage with children, young people and their families in partnership with CYF Practitioner to develop and produce culturally appropriate plans which take into consideration Aboriginal and Torres Strait Islander children or young people's cultural identity and the supportive role of their family and community.
- Provide leadership and support to all CYPs staff in engaging with Aboriginal and Torres Strait Islander families and delivering a culturally informed service.
- Maintain high quality, accurate, timely record keeping practices in line with the requirements, that also facilitates transparency in decision making.
- Work in accordance with and uphold the ACT Public Service Values and Signature Behaviours, ACT Government's Respect, Equity and Diversity Framework and the Directorate's Work Health and Safety System.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Experience working with children, young people, and families in a social work/case management role; and/or experience working with Aboriginal and Torres Strait Islander families and communities.
2. A thorough understanding of relevant legislation and policies underpinning the core responsibilities and principles of child and youth protection. This extends to an understanding of the Aboriginal and Torres Strait Islander Child Placement Principles, relevant statutory obligations, and the recommendations from the Our Booris, Our Way review.
3. Exceptional communication (verbal and written), liaison, negotiation, and interpersonal skills demonstrating the ability to communicate sensitively and effectively with Aboriginal and Torres Strait Islander peoples and other key stakeholders in government and the community.

Behavioural Capabilities

4. Demonstrated leadership skills and a commitment to high quality customer service. Ability to display resilience and remain professional when faced with obstacles.
5. Ability to maintain effective working relationships and engage and manage positive relationships with Aboriginal and Torres Strait Islander peoples as well as other internal and external stakeholders, to achieve positive outcomes.

6. Demonstrate an understanding of and commitment to fostering culturally safe and inclusive practices for Aboriginal and Torres Strait Islander families, ensuring respect, dignity, and culturally responsive support in all interactions.

Compliance Requirements / Qualifications

- This is an Aboriginal and Torres Strait Islander identified position as defined in Section 27 (4) of the *Public Sector Management Act 1994* and is only available to Aboriginal and Torres Strait Islander people. Aboriginal and/or Torres Strait Islander heritage is considered essential and therefore a Confirmation of Aboriginality will be required.
- Relevant tertiary qualifications in Social Work, Psychology, Social Welfare, Social Science or related discipline are essential.
Please note: Aboriginal and Torres Strait Islander people who do not have these qualifications but who have appropriate and relevant Aboriginal and Torres Strait Islander cultural heritage and experience are eligible to apply.
- CYPP 3 must have at least two (2) years of practical experience working with children, young people and/or their families in a social work/case management role, and/or experience working with Aboriginal and Torres Strait Islander families and communities.
- This role will work with Aboriginal and Torres Strait Islander families, cultural awareness, and capacity to work with Aboriginal and Torres Strait Islander people is essential
- This position requires a Working with Vulnerable People Check.
Prior to commencing in this role, a current registration issued under the *Working with Vulnerable People (Background Checking) Act 2011* will be required. For further information on Working with Vulnerable people registrations, refer to Access Canberra
- Prior to commencement, the successful candidate will be required to undergo a pre-employment National Police Check.
- Driver's license (C class) is essential.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Family Group Conference Facilitator and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Occasionally

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Frequently
Peaks and troughs	Frequently
Frequent overtime	Occasionally
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally

Frequent travel – driving	Frequently
Frequent travel – interstate	Occasionally

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Occasionally
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Frequently
Exposure to potentially distressing case material	Frequently

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never