

POSITION DESCRIPTION

Directorate: Health Community Services Directorate

Position Number: P66550

Division: Children Youth and Families

Classification: Child and Youth Protection Professional 5 (CYPP5)

Business Unit: First Nations Family Connection and Engagement Unit

Location: 220 London Circuit, City

Position Title: Manager, Family Connection and Restoration

Last Reviewed: August 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.

BUSINESS UNIT OVERVIEW

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.

The Family Connection and Restoration Team is dedicated to rebuilding and strengthening relationships between children and young people in care and their families, with a focus on safe restoration and long-term connection. The team works closely with families, carers, and practitioners to assess and support the safe return of children to their families where appropriate. This includes coordinated planning and risk assessment; therapeutic support to address underlying issues and ongoing monitoring and engagement to ensure stability.

POSITION OVERVIEW

The Manager, Family Connection and Restoration oversees the day-to-day operations and functions of the Family Connection and Restoration team. The Manager will also undertake work to implement the recommendations from the Our Booris, Our Way report focussing on systemic improvements to ensure that Aboriginal and Torres Strait Islander children grow up safe, strong and connected in their families and communities.

The role works with directly with stakeholders, undertakes and oversees the reviews and assessments for individual Aboriginal and Torres Strait Islander children and young people in OOHC, provides clinical advice in assessing risk, assessing suitability for restoration, developing restoration pathways, providing expert practice advice, and contributing to contemporary restoration policy development. It is also focussed on strengthening connections for the child to family and community. The role supervises and supports practitioners in the Family Connection and Restoration team with day-to-day case management inclusive of supervision and mentoring.

WHAT YOU WILL DO

Under limited direction, you will:

- Support and assess risks and strengths of individual children, young people, and families to determine restoration and connection opportunities for Aboriginal and or Torres Strait Islander children on long-term orders.
- Monitor and review restoration pathways and plans for Aboriginal and Torres Strait Islander children and young people in OOHC.
- Provide expert practice advice and contribute to contemporary restoration policy development.
- Uphold and implement the principles of the Aboriginal and Torres Strait Islander Child Placement Principles and statutory obligations.
- Work towards supporting parents to participate in family-led decision making about the care, protection and safety of their children, and empowering children to be heard about what happens to them.

- Prepare high quality reports, present evidence, and make recommendations to Senior Directors Courts and/or Tribunals on decisions and actions in the best interest of children and young people.
- Drive practice change across CYF operations to ensure culturally safe and responsive engagement with, and support to, Aboriginal and Torres Strait Islander children, young people, and families in navigating the care and protection system.
- Engage and liaise with a range of internal and external stakeholders including parent/s, families, Aboriginal Community Controlled Organisations, community agencies, government services, legal representatives, courts, and tribunals. Represent Children, Youth and Families and the Community Services Directorate with a view to actively promote and support culturally safe and inclusive practice.
- Supervise, mentor and support staff in the Family Connection and Restoration team. This position does involve direct supervision of staff.
- 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. 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.
2. An extensive understanding of, and ability to advise on and embed in practice, relevant legislation and role specific policies underpinning the core responsibilities and principles of child and youth protection.
3. Demonstrated experience in the delivery of case management skills and techniques to provide culturally informed assessment and practices to achieve positive outcomes for Aboriginal and Torres Strait Islander children and young people and families.
4. Extensive understanding of Aboriginal and Torres Strait Islander Child Placement Principles and statutory obligations, and of the recommendations from the *Our Booris, Our Way* review.

Behavioural Capabilities

5. Proven high-level organisation and planning skills, with the ability to adapt to change, manage complex matters, anticipate, and manage emerging requirements. Ability to manage competing priorities and consistently and efficiently meet strict timeframes in a fast-paced dynamic environment.
6. High level stakeholder engagement and collaboration skills, demonstrating the ability to engage and manage positive relationships with Aboriginal and Torres Strait Islander peoples as well as other internal and external stakeholders, and a demonstrated ability to manage sensitive issues with integrity, to facilitate outcomes that meet the needs of a diverse organisation.

7. Employs and role models effective self-management and leadership to work both independently and effectively within a team environment to professionally deliver a service and promote a resilient work culture in a dynamic environment.

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.
- To be successful for this role you must have at least five (5) years of demonstrated practical experience working with children, young people and/or their families in a social work/case management role.
- 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 Manager, Family Connection and Restoration Program role 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	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Frequently
Peaks and troughs	Occasionally
Frequent overtime	Occasionally
Rostered shift work	Occasionally

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	Occasionally
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
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Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
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	Occasionally
Exposure to potentially distressing case material	Frequently

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