



# POSITION DESCRIPTION

**Directorate:** Health and Community Services Directorate

**Division:** Children, Youth and Families

**Business Unit:** Child, Youth and Family Safety

**Position Title:** Team Leader, First Nations Family Response and Engagement

**Position Number:** P20100 and P39174

**Classification:** Child and Youth Protection Professional Level 4 (CYPP4)

**Location:** 220 London Circuit Canberra City

**Last Reviewed:** March 2026

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

## DIRECTORATE OVERVIEW

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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

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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**

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The Child, Youth and Family Safety Branch has a statutory responsibility to support children, young people and families requiring a child protection response. Child, Youth and Family Safety 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, Youth and Family Safety 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 Response and Engagement, Family Group Conference, Family Finding and Family Connection and Restoration Team.

## **POSITION OVERVIEW**

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The CYPP4 Team Leader role, First Nations Family Response and Engagement will be focused on providing strong leadership and mentoring to a team of practitioners who strive to deliver best practices in culturally safe family support for First Nations children, young people, families, and communities.

The primary purpose of the First Nations Family Response and Engagement Team is to divert First Nations peoples safely away from the Child Protection setting in a support manner, and to link them with culturally appropriate and relevant services in community.

This team strives to provide culturally safe case management for children, young people and their families; aiming to achieve change via culturally informed engagement tools, strengths-based practice, and family led decision making in the Child Protection Setting.

Leaders and practitioners within the team place a vital emphasis on First Nations people leading the conversation and involving them in the journey away from the Child Protection setting in alignment with the Aboriginal and Torres Strait Islander Child Placement Principles.

## **WHAT YOU WILL DO**

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Under limited direction:

- Work towards the prevention of First Nations families entering the child protection system, keeping children and young people connected to their family, community, and culture.
- Work towards forging partnerships with families, community members and Aboriginal Community Controlled Organisations to find appropriate service responses to support them.
- Lead and monitor safety assessments, risk assessments, safety planning, case conference meetings.

- 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.
- Drive practice change across CYF operations to ensure culturally safe and responsive engagement with, and support to, First Nations children, young people, and families in navigating the care and protection system and facilitate access to cultural information.
- Provide leadership, supervision, and support to staff in accordance with the CYF Supervision and IPA Framework, and actively promoting career planning and pathways.
- Engage and Liaise with a range of internal and external stakeholders including Aboriginal Community Controlled Organisations, community agencies, government services, legal representatives, courts, and tribunals. Represent Children Youth and Families and the Health and Community Services Directorate with a view to actively promote and support culturally safe and inclusive practice.
- Provide leadership in collaborative practice with First Nations children, young people, families, and government and non-government agencies to facilitate improved outcomes within a statutory framework.
- Support project delivery to ensure outcomes are achieved in the agreed timeframe. Make accountable, transparent, and ethical decisions based on culturally appropriate frameworks and tools, and evidence, legislation, policies, and procedures.

## WHAT YOU REQUIRE

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

### Professional / Technical Skills and Knowledge

1. Demonstrated experience leading teams and experience in the delivery of child protection services and culturally informed assessment and practices to achieve positive outcomes for 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 effective self-management and leadership skills to professionally deliver a service. Ability to display resilience and remain professional when faced with difficulties.
5. Proven 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 or related discipline and/or equivalent work experience in child protection and/or youth justice. 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.
- At least five (5) years of practical experience working with children, young people and their carers or families in a frontline child protection setting.
- Current (c class) driver's license is essential.
- This position requires a Working with Vulnerable People Check.
- Prior to commencement, the successful candidate will be required to undergo a pre-employment National Police Check.

## WORK ENVIRONMENT DESCRIPTION

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The following work environment description outlines the inherent requirements of the role of Team Leader, First Nations Family Response and Engagement 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	Occasionally
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
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<b>SOCIAL DEMANDS</b>	<b>FREQUENCY</b>
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

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

<b>MANUAL HANDLING</b>	<b>FREQUENCY</b>
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

<b>TRAVEL</b>	<b>FREQUENCY</b>
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Frequently
Frequent travel – interstate	Occasionally

<b>SPECIFIC HAZARDS</b>	<b>FREQUENCY</b>
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

<b>OTHER</b>	<b>FREQUENCY</b>
Uniform required	Never
Personal Protective Equipment (PPE) required	Never