



## POSITION DESCRIPTION

<b>Position Title</b>	Placement Support Officer
<b>Location</b>	Townsville, and surrounding Regions
<b>Work Unit</b>	Foster and Kinship Service
<b>Position Reports To</b>	Foster and Kinship Manager
<b>Positions Responsible For</b>	Nil
<b>Award Reference</b>	Social Community Home Care and Disability Services Industry Award 2010
<b>Date of Approval</b>	March 2026

### About TAIHS

TAIHS is an Aboriginal and Torres Strait Islander community controlled and managed corporation. With approximately two hundred employees and an operating income of \$30m generated from Commonwealth and State funding bodies. The organisation supports communities in the Townsville, Ingham, Burdekin, Charters Towers and Hughenden areas.

TAIHS provides a holistic primary health care service incorporating a bulk-billing general practice medical clinic, a dental clinic, an individual support and advice service, mental health counselling, community health screening and health promotion activities. TAIHS also provides a range of community services, including crisis accommodation, child safety and early family intervention programs, and specialist services for young people.

In addition to the operation of comprehensive primary health services and the provision of a range of community services, TAIHS seeks to improve health and social outcomes for the community through strategic partnerships advocacy for needs, promotion of awareness and education in improved health and social practices, the promotion of knowledge and understanding of underlying issues to address the unique patient and client needs and the development of evidence-based practices.

### Our Mission

TAIHS is more than a health service.

### Our Vision

Our vision is to improve the health and wellbeing of Aboriginal and Torres Strait Islander people in Townsville and the surrounding region by providing accessible and integrated health and human services.

### Our Purpose

Lead the way in providing culturally accessible, integrated health and social support services to our people so that they can live healthier, stronger, and longer lives, preserving our oldest surviving culture for future generations.

## Our Values

- **Cultural Governance...** Respond, Lead, Act with Integrity
- **Accountable...** Accountability, Respect, Respond, Achieve
- **Collaborative...** Collaboration, Partner, Integrate, Engage
- **Innovative...** Innovation, Create, Venture, *Sustain, Educate*
- **Empowerment...** Advocate, Motivate, Communicate

## Our Strategic Pillars

- **Access and Capability** – *Ensure community access to high quality, culturally safe and responsive health and human services*
- **Innovation and Transformation** – *Plan, design and deliver services that meet community needs*
- **Culture and Community** – *Embed Aboriginal and Torres Strait Islander cultural values in the organisation's policies, practices and relationships*
- **People** – *Empower the organisation and community to act in culturally responsive ways*
- **Sustainability and Governance** – *Build a strong foundation for the organisation's long-term success, leadership and influence*

## Our Services

Corporate Services →

Primary Care →

Community Services →



### Your Contribution

The Placement Support Officer is responsible for delivering direct support to children, young people, and Carers within the **Family-Based Care Services Investment Specification** framework. This role involves working closely with prospective and approved kinship and foster carers, providing hands-on support, training, and guidance to ensure safe, nurturing, and culturally appropriate care arrangements. The role will identify family links/connections through various tools and support them to consider applications through the connecting kin requirements.

The worker will also collaborate with the department, non-government organizations (NGOs), and community stakeholders to achieve positive outcomes for children and young people under the custody or guardianship of the Chief Executive as per the **Child Protection Act 1999**.

### Key Responsibilities and Accountabilities

#### Duties & Responsibilities

##### Carer and Child Support

- Provide hands-on, practical, emotional, and advocacy support to prospective and approved kinship and foster carers and children, including in-home, mobile, and virtual services, to meet their needs.
- Respond to critical incidents, disruptions in care arrangements, and facilitate access to therapeutic support services.
- Support children and young people to achieve safety, stability, identity, education, health, and resilience, including culturally appropriate programs and services.
- Conduct monthly household visits and ensure key documentation (Authority to Care, Placement Agreement, Case Plan) is complete, current, and compliant with program and legislative requirements. These activities contribute to the role's KPIs.

- Support carers in accessing universal services, such as childcare subsidies and other financial supports.

### **Kinship & Carer Support**

- Support families to become kinship carers and participate in the Equipping & Connecting Kin program, including family tracing, engagement, and orientation of carers.
- Review and complete carer renewals, ensuring documentation and assessments meet program and legislative requirements.
- Assist carers with applications, assessments, training, and Blue Card requirements.

### **Compliance, Documentation & Reporting**

- Maintain accurate case records and contribute to reporting on service delivery activities and outcomes.
- Complete internal database tasks in line with program and organisational requirements.
- Ensure all carer and child documentation is complete, accurate, and compliant with legislation, policies, and program requirements.
- Adhere to confidentiality laws, departmental policies, and legislative requirements.
- Provide regular reports and updates to Program Manager and Practice Leads regarding service delivery and carer support.

### **Collaboration & Program Delivery**

- Collaborate with Placement Support Services, Child Safety Service Centres, Admin/Intake Officer, and Practice Leads to ensure alignment with case plans, placement agreements, and program objectives.
- Participate in placement agreement meetings, case plan reviews, and safety and support network activities.
- Work closely with other TAIHS teams to support cohesive service delivery and program objectives.

### **Cultural Connection & Community Engagement**

- Promote and support cultural connection and identity for Aboriginal and Torres Strait Islander children and young people.
- Support children and carers to engage with community and culturally appropriate programs to enhance wellbeing and identity.

### **Other Duties**

- Undertake other duties as reasonably directed by the Program Manager, Practice Leads or Admin Intake Officer that are consistent with the responsibilities and level of the position.

### **ALL employees have a commitment to adhere to the following:**

- Work collaboratively with other team members and the wider TAIHS community in a manner that fosters positive reputation, relationships and workplace culture
- Work within legal, ethical and professional frameworks
- Ensure a commitment to all lawful and reasonable directions
- Actively endeavour to meet personal performance expectations and standards
- Participate in relevant meetings (organisation and team)
- Participate in required training and professional development programs
- Actively monitor, review and assist with improvements to policy, procedure, process and practice across TAIHS - All employees share the authority and responsibility of identifying non-compliances

or possible improvements and recording these instances such that corrective or preventive action can be taken, to rectify the immediate situation and to prevent recurrence

- Commit to self-development and self-awareness to support professional growth
- Work in accordance with the TAIHS Code of Conduct and values, workplace health and safety legislation, confidentiality policies and all other relevant policies, procedures and processes
- Undertake other duties as reasonably directed

Please note that the duties outlined in this position description are not exhaustive and only provide an indication of the work involved. To achieve business needs TAIHS can direct you to perform duties which it considers are within your level of skill, competence and training.

### **Working Relationships**

This position reports directly to the Manager and works collaboratively with peers.

### **Delegations**

As outlined within the Delegations Register.

## **Required Qualifications and Experience**

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- Certificate IV in Community Services or other related to the field
- Experience working directly with children, families and Carers
- Experience in family mapping
- Hope and Healing Certificate desirable or willingness to obtain
- Strong verbal and written communication skills
- Demonstrated understanding of the issues impacting Aboriginal and Torres Strait Islander communities
- Knowledge and understanding of the Child Protection Act and Child Safe Standards
- Demonstrated abilities in problem solving, time management and conflict resolution.

### **Required Licenses and Checks**

- Ability to pass a National Police Check – no Serious/Criminal/Court Records
- Current Blue Card (Queensland's Working with Children Check)
- Current C Class Drivers Licence (Qld)
- Current LCS2
- Proof of qualifications and current registration (as appropriate) are to be provided prior to commencement of employment
- Ability to perform the physical requirements of the role in a safe manner
- Offer of the position may be subject to a pre-employment medical assessment to support the selection process.

### **Required Attributes**

- Ability to adapt to changing circumstances

- Ability to work with a team in ways that are respectful, transparent, and acknowledging of individuals skills, abilities and capacities
- Ability to maintain professional integrity and client confidentiality
- Ability to demonstrate initiative and problem solve.

#### **Practical Requirements**

- Work outside of normal hours of duty may be required
- Travel across the region may be required
- Ability to perform the physical requirements of the position in a safe manner

#### **Conditions and Benefits of the Position**

TAIHS provides access to an employee assistance program and access to learning and development opportunities. Your employment experience with TAIHS will include work-life balance with competitive salary and benefits, leave entitlements, career progression opportunities and the chance to make a difference to the people and communities.

TAIHS is committed to building an inclusive culture that respects and promotes human rights and diversity. The position involves working with a multicultural organisation where the majority of employees, clients and stakeholders identify as Aboriginal or Torres Strait Islander. Employees demonstrate an understanding of the issues affecting Aboriginal and Torres Strait Islander people communicate effectively and empower Aboriginal and Torres Strait Islander people.

TAIHS acknowledges that we respectfully journey together to aspire to be a culturally capable organisation. We are an inclusive, equal employment opportunity employer and place value on our diverse workforce. We encourage applicants representing all genders, ethnicities, ages, languages, sexual orientations, people with a disability, and those with family responsibilities to apply.

