

Why Join Our Team?

At Children by Choice, **we believe in creating a world where everyone has the freedom to make their own reproductive choices.** As a **proudly feminist organisation**, we're leading the way in reproductive rights and gender equity across Queensland—and we're looking for passionate, values-driven people to join us on this exciting journey!

Imagine coming to work every day knowing you're making a real difference. We're a team that's deeply committed to creating positive change, offering all-options pregnancy counselling, wraparound support, education and training, work with consumers and health professionals as well and advocacy for every pregnant person's right to make informed decisions. Whether it's supporting someone through their pregnancy choices, improving access to safe abortion services, or shaping policy, our work is grounded in compassion, care, and justice.

Our environment is **collaborative, supportive, and dynamic**—and **we want you** to bring your passions to the table. Here, your ideas matter. You'll have the opportunity to contribute meaningfully to improving access to women and pregnant people's rights to parent by choice, to access abortion if that is their choice, and overall work towards gender equality.

With expanded funding under the Termination of Pregnancy Action Plan from Queensland Health and from Queensland Department of Justice and Attorney General, we aim transform reproductive healthcare access across the state. We're also deeply committed to gender equity and the intersections of reproductive justice, domestic, family, and sexual violence (DFSV), with funding from Department of Justice and Attorney General.

This is a place where your commitment to social justice aligns with your day-to-day work, and where your professional growth goes hand-in-hand with your passion for creating a fairer, more equal society.

Children by Choice is led by a voluntary Management Committee, a group of diverse professionals who guide our strategic vision, governance, and core values. Our CEO, working alongside a passionate team of professionals and volunteers, ensures that every voice is heard, and that we work together in a spirit of collaboration and equality.

By joining our team, **you'll be part of a bright, forward-thinking, and values-driven organisation** that's truly at the forefront of reproductive rights in Australia. You'll have the chance to work with like-minded colleagues, develop your skills, and contribute to a movement that promotes change and equality for all.

If you're looking for a place where you can grow, make an impact, and feel great about the work you do, Children by Choice is the place for you.

Join us in making a difference!

Position Description

POSITION	Team Leader Pregnancy Options Support NB. we have 2 x roles available
Reports To	CEO
Date	8 th October 2024
Closing Date	21 st October 2024
Award	Social Community Home Care and Disability Services Award (SCHADS)
Award Level	Level 6
Wage Range	From \$53.84 per hour / approx. \$106,000+ pa (pro-rata) + Saturday penalty rates Children by Choice can offer salary sacrifice up to \$15,900 per year tax-free for general living expenses. Additionally, they can also salary sacrifice up to \$2,650 per year for meals and entertainment, bringing the total potential tax-free benefit to \$18,550 annually.
Employment Status	Permanent Part-time + Casual
Hours	4 days/week, within service hours of 8:00 am - 7:00 pm, Monday to Saturday – possible rotation (alternate Saturdays) 30 hours per week
Direct Reports	Nil

Organisational Environment

Founded in 1972 with a strong grassroots approach, **Children by Choice** continues to carry forward this spirit of advocacy and community-led action as we lead the way in advancing reproductive rights and gender equity.

Children by Choice provides counselling, information and education services on all pregnancy options, including abortion, adoption, kinship and alternative care and parenting. We provide a Queensland-wide counselling, information and referral service for pregnancy.

Nationally we deliver sexual and reproductive health education sessions in health and hospitals around Queensland, across the community and offer training for GPs and other health and community professionals on pregnancy options, reproductive coercion and post abortion counselling across Australia. We provide consumer groups and resource development and are focussed on delivering to priority groups in Queensland, including but not limited to people with a disability, LGBTIQIA+ people, women who interface with the justice system, First Nations people, people from Culturally and Linguistically Diverse backgrounds.

Children by Choice fosters a welcoming and supportive workplace, where every team member is encouraged to contribute their skills and passions to our shared mission of advancing reproductive rights and gender equity. Our organisation is governed by a Voluntary Management Committee, a group of dedicated professionals elected annually at the AGM. While the Committee provides governance oversight, they also offer expert guidance on operational matters to ensure our work remains strategic and responsive to best practices.

You will be part of a small, passionate team of professionals committed to delivering high-quality, evidence-based services. All team operate with a collaborative approach while promoting individual role autonomy and professional development. Together, the direct client working teams and community engagement teams work closely to provide compassionate support, advocacy, and comprehensive information to women, pregnant people, and other stakeholders.

At Children by Choice, we are proud to offer a warm, inclusive, and values-driven environment. We emphasise collaboration, innovation, and a deep commitment to gender equity and reproductive justice.

Our team is dedicated not only to achieving our goals but also to supporting one another in creating meaningful change. This is a place where you can grow, make an impact, and work in alignment with your values.

Our latest strategic plan and annual report, outline our current priorities and reflect our ongoing commitment to expanding access and improving outcomes for all pregnant people in Queensland.

Our **Annual Reports and Strategic Plan** are available on our website at www.childrenbychoice.org.au.

We strongly encourage applications from First Nations peoples, culturally and linguistically diverse (CALD) individuals, and other priority groups, as we are committed to fostering an inclusive and diverse workplace

The Role

The **Pregnancy Options Support Team Leader** plays a pivotal role as the first point of contact for individuals across Queensland seeking reproductive health services, providing vital leadership to the Pregnancy Options Support Workers at Children by Choice. This position is at the heart of ensuring timely, respectful, and equitable access to all pregnancy options, including parenting, adoption, and abortion.

Anchored in feminist principles, reproductive justice, and trauma-informed care, the Team Leader ensures that every individual, regardless of background or circumstance, is supported in making empowered, informed decisions. In addition to providing direct service to pregnant people the role is leads the team to meet KPIs and service standards, the Team Leader actively shapes system design, drives process improvements, and leads staff training, ensuring the highest quality of care and support. The Team Leader will actively work in unison with another Pregnancy Options Team Leader to promote consistency of service delivery.

Key Responsibilities:

1. Client Engagement and Feminist Practice

- Act as the first point of contact for clients seeking support with pregnancy options, providing a warm, empathetic, and non-judgmental approach.
- Engage with clients via phone, webchat, text, and email, ensuring that every interaction is grounded in feminist values, reproductive justice, and trauma-informed care.
- Triage client needs and allocate them to counsellors or provide brief interventions, ensuring timely access to appropriate support.
- Ensure all client interactions reflect Children by Choice's pro-choice stance, supporting clients in making informed decisions about all pregnancy options, including parenting, adoption, and abortion.

2. Leadership and Team Oversight

- Lead and support the team by ensuring they meet performance KPIs and service standards.
- Manage a team of up to four Pregnancy Options Support Workers, including rostering.
- Make delegated decisions about financial support to clients seeking access to Termination of Pregnancy Services that creates smooth and equitable pathways for clients seeking healthcare.
- Collaborate with the other Team Leader/s to design and create systems, review processes, and develop work procedures to ensure quality consistent service delivery.
- Work with other Team Leaders and the CEO to ensure regular consumer feedback is sourced and make recommendations for recording, reviewing and actioning for continuous improvement of service delivery.
- Responsible for practice staff induction and training, ensuring team members are equipped with the necessary skills and knowledge to support clients effectively.

3. Reflective Practice and Professional Development

- Lead in regular debrief and reflective practices, ensuring personal and professional growth for Pregnancy Options Support Workers and the continuous improvement of intake and triage services.
- Stay informed on best practices in trauma-informed care, reproductive justice, and feminist service delivery, participating in relevant professional development opportunities.

4. Commitment to Reproductive Justice and Social Equity

- Champion reproductive justice by advocating for clients' rights to access essential healthcare and support, irrespective of their background or circumstances.
- Strive to provide culturally sensitive, trauma-informed responses to clients from diverse backgrounds, prioritising individuals affected by DFV, SV, First Nations people, CALD communities, LGBTIQIA+ and those with disabilities.
- Promote equitable access to care and support for those from vulnerable priority populations, ensuring their unique needs are met.

5. Collaboration and Client Triage

- Collaborate and lead by example within the broader Team Leaders and Counsellors to ensure smooth and efficient triage of clients, prioritising time-sensitive and high-risk cases.
- Provide accurate and up-to-date referral information for clients needing additional support, working closely with local services, including health clinics, DFV services, and pregnancy support networks.
- Build and maintain relationships with external agencies to improve access and referral pathways for clients.

6. Risk Assessment and Brief Interventions

- Provide oversight and guidance from risk assessments for clients experiencing DFV, SV, or other complex needs, and escalate urgent cases both internally and externally.
- Assess to eligibility criteria client financial barriers and needs to ensure access is secured.
- Suggest solutions that address barriers to healthcare, ensuring that clients facing systemic obstacles receive the necessary support and referrals.

7. Data Management and Advocacy

- Take responsibility for Pregnancy Support Workers consistent and accurate recording of confidential case notes, data records and recording all client interactions and triaging processes according to professional standards.
- Using data create evidence-based improvement by using client data to identify trends and systemic barriers to reproductive healthcare, contributing to advocacy and policy development efforts.
- Analyse insights from client data to improve service delivery and promote systemic change.

General Responsibilities:

- Collaborate with the CEO and other leaders to actively work on practice and service delivery improvements and foster a high-quality culture of teamwork and collaboration across teams.
- Contribute to organisational projects, policy updates, and team efforts to enhance the impact of Children by Choice's services and advocacy.
- Participate in regular team meetings, shared projects, and public events, supporting Children by Choice's mission to advocate for reproductive rights and equitable access to healthcare.

Attributes and Skills:

- **Client-Centred:** A deep commitment to providing compassionate, non-judgmental support for clients seeking reproductive healthcare, with a strong belief in reproductive rights and bodily autonomy.
- **Trauma-Informed:** Sensitive to the impact of trauma and able to engage clients with empathy, ensuring that services are delivered in a trauma-informed, respectful, and culturally appropriate manner.

- **Feminist Approach:** A dedication to leading reflectively from a feminist perspective, advocating for choice, equity, and access to reproductive healthcare for all pregnant people.
- **Collaborative Leader:** Skilled at leading a team focussed on positive client experiences, with the ability to build strong relationships across the organisation and with external partners to support client advocacy.
- **Organisational Excellence:** Leads by example and thrives in leading environments that promote continuous service improvement.
- **Technical Proficiency:** Familiar with CRM systems and comfortable using web chat, text, email, and phone systems to support clients, with an ability to maintain high standards in data recording and reporting.
- **Advocacy and Problem-Solving:** Strong advocate for clients, with the ability to navigate complex healthcare systems, find creative solutions to access barriers, and continuously seek improvements in service delivery.
- **Reflective Practice:** Enthusiastic about leading in reflective practice to enhance personal and team-wide learning, always aiming to provide the best possible service to clients.

Selection Criteria

Essential:

To be successful in this role, you will demonstrate the following skills, abilities, and attributes:

1. Demonstrated commitment to the mission and values of Children by Choice, including an unwavering belief in the right to access safe, legal abortion and reproductive healthcare. A strong passion for advocating for all pregnancy options, ensuring equitable access, and supporting bodily autonomy.
2. Possession of a degree in Social Work, Psychology, Counselling, Human Services, or a related field, with a focus on client-centred, trauma-informed practice.
3. A minimum of 5 years of relevant experience in a similar role, with proven leadership experience in managing teams or leading projects in reproductive health or social services.
4. Proven experience in, or capacity to rapidly acquire, counselling and supporting women and pregnant people from a feminist perspective, with a deep understanding of reproductive justice, trauma-informed care, and the complex challenges surrounding pregnancy options.
5. Skilled at working in a team-oriented environment, with the ability to build strong relationships across the organisation and with external partners to support client advocacy.
6. Highly organised, with the ability to manage multiple client pathways, triage clients effectively, and maintain accurate case notes and data for continuous service improvement.
7. Familiar with CRM systems and comfortable using web chat, text, email, and phone systems to support clients, with an ability to maintain high standards in data recording and reporting.
8. Strong advocate for clients, with the ability to navigate complex healthcare systems, find creative solutions to access barriers, and continuously seek improvements in service delivery.
9. Enthusiastic about engaging in reflective practice to enhance personal and team-wide learning, always aiming to provide the best possible service to clients.

Desirable:

While not essential, the following qualifications, skills, and experiences will be highly regarded:

- A good knowledge of women's health issues, particularly related to sexual and reproductive health, pregnancy options (including adoption and alternative care), and abortion, or the ability to acquire this knowledge quickly.
- Proven ability to provide crisis counselling, brief interventions, or triage services to clients in urgent or time-sensitive situations, ensuring appropriate referrals and timely support.
- Experience working with diverse populations, including young people, people with disabilities, members of culturally and linguistically diverse (CALD) and LGBTQIA+ folk.

Additional Requirements:

- Applicants must be willing and able to undertake occasional after-hours work as requested.
- Applicants must be eligible for a Blue Card under the Commission for Children and Young People and Child Guardian Act 2000.

Children by Choice embraces a diverse and inclusive environment. Our service values diversity and acknowledges that inclusive spaces generate creativity and innovation in perspective and problem solving while producing more sustainable and effective outcomes. Aboriginal and Torres Strait Islander people, people with a disability and people from the LGBTIQ+ community are strongly encouraged to apply.

It is a genuine requirement of this position that the Community Engagement Worker is a woman as per the exemption granted to Children by Choice by the Queensland Industrial Relations Commission.

[Children by Choice Association Inc. is exempt from the operations of sections 14, 15, 15A, 124, and 127 of the *Anti-Discrimination Act 1991* in relation to attribute in s 7(a).]

How to Apply

We're excited that you're considering joining the Children by Choice team! To apply, please send us:

- A **one-page response** outlining how your skills and experience match the key selection criteria and duties in this role.
- Your **current CV** detailing your professional background and qualifications.

At Children by Choice, we value passion, collaboration, and a commitment to making a difference. We encourage you to keep your application clear, friendly, and focused on how you can contribute to our mission.

For any queries please contact: recruitment@childrenbychoice.org.au we're happy to respond via email or call you back!

Please submit your application via email to recruitment@childrenbychoice.org.au with the subject line: **TEAM LEADER Pregnancy Options – [Your Name]**

Applications close on 9am 21st October 2024. We can't wait to hear from you!