








Role description

Role Title	Community Connector
Location	Slacks Creek
Classification Level	4
Reports to	Program Manager – Step by Step

Our Vision - Building independence and participation.

Our Purpose - YFS backs people to overcome adversity and to thrive.

- Our Values** -
-  **Excellence** - we deliver high quality services and have high expectations
 -  **Integrity** - we act honestly and openly
 -  **Optimism** - we think and act with confidence about people and the future
 -  **Steadfastness** - we persist to overcome barriers and adversity with our clients
 -  **Courage** - we challenge ourselves and others to create change



YFS has a long history of working with and empowering First Nations peoples. The [YFS Cultural Framework](#) sets out our continuing commitment and the actions we will take as a community member, a service provider and an employer to back First Nations peoples to achieve their aspirations and thrive

YFS is committed to promoting a unified, harmonious, safe and inclusive community. We recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

We pride ourselves on ensuring our services and work environments are safe, inclusive, welcoming and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.

Primary purpose

The Community Connector is a hybrid role that works across two programs with the goal of creating increased synergy across these and building mothers' access to informal and formal supports.

The first element of the role is to work with YFS to identify pregnant women with complex social needs who would benefit from Maternal and Child Health Hub midwifery support. The Community Connector will also support women accessing midwives to link with broader YFS and community supports. This role includes assessments, referrals and short-term interventions.

The second element is to work with the YFS Step by Step team to facilitate group activities for young parents and their children and increase their connection and engagement with peers and community.

Key accountabilities

Service delivery

- Develop and implement strategies to identify and support women across YFS with complex social needs to access maternal health services, particularly those who are not currently engaging in mainstream maternity services
- Provide short term case work for women with complex social needs currently working with the MaCHHub by engaging, assessing, and navigating referral pathways to broader YFS and community services and activities
- Maintain broad knowledge and skills relevant to domestic violence, child safety, Services Australia, and birth registration processes to ensure currency in service delivery and advocacy for women.
- Build and maintain relationship with other community services and organisation to cultivate referral pathways for both elements of the role.
- Work alongside the Step by Step Connection Coordinator to support implementation of peer and play groups for young parents and their children, designed to support child development, healthy attachment, peer connections, safe and healthy relationships etc.
- Identify new opportunities for providing peer support, and support implementation of team-based and community activities.
- Support the continual collaboration between the midwifery practice and the YFS teams and activities.

External relationships

- Work in partnership with Metro South Health and Child Health Queensland workers and other agencies and stakeholders to provide and maintain effective, accountable services for clients
- Participate and contribute at the Logan Maternal and Child Health Hub Operational Meeting and within the network.
- Build and foster collaborative partnerships with other agencies and stakeholders to provide and maintain effective, accountable services for clients, and report on developments.
- Build a network of contacts in other relevant organisations and ensure YFS's image and reputation is maintained.

Leadership and values

- Apply YFS values, ethics, policies, and procedures across all work practices. Contribute to the resolution of work-related matters by being honest, approachable, and responsive.
- Demonstrate and guide other team members in applying a high level of motivation, self-awareness and resilience to incorporate peer support into their work with young families.

Teamwork and collaboration

- Contribute to developing a cohesive team with Maternal and Child Health partners by participating in meetings, scheduled activities, and team processes. Share information, communicate and present ideas in team meetings.
- Link with YFS teams including Step-by-Step Young Parents, to implement new and/or adapt existing work methods to improve connection with the Maternal and Child Health Hub. Identify and respond to changing needs of clients and/or YFS.
- Integrate peer support within the Step-by-Step program, including with the specialist focus areas such as therapeutic intervention, safe relationships, and employment and education.

Professional accountability

- Use YFS and partner information and resources accountably.
- Undertake work in accordance with team standards and YFS policies, protocols, and procedures, including workplace health and safety, risk management, and relevant legislative requirements.
- Work within the standards and principles of a Child Safe Organisation.

Problem solving and decision making

- Identify and resolve problems and contribute to improving working processes and procedures to improve service delivery to clients.

Administration

- Enter data, maintain records, and complete documents in line with YFS document management and record keeping procedures.
- Prepare reports for Maternal and Child Health Hub oversight as required.

Cultural respect

- Acknowledge the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience
- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds.

Relevant skills, knowledge and experience

Experience and qualifications

- Relevant tertiary qualifications and / or experience in community, family, and social systems are essential.

Knowledge and experience specific to the role

- Demonstrated skills in providing targeted supports including engaging, assessing, planning, supported referrals and advocacy for women with complex social needs
- Demonstrated knowledge and understanding of the issues and challenges experienced by women in accessing maternity and healthcare
- Well-developed interpersonal communication skills to engage with a range of people (e.g. young people and families, education providers, community practitioners and specialist clinicians) including people from diverse cultural and socio-economic backgrounds
- Effective written communication skills to write correspondence and prepare short reports
- Teamwork skills with the ability to contribute to a productive and harmonious team environment
- Ability to work independently and demonstrated organisational skills to plan and prioritise work efficiently and effectively, and to manage competing demands and priorities
- Desired experience working with young parents and/or youth and an understanding of the challenges and barriers that impact on them.
- Demonstrate a knowledge of early childhood development and ability to facilitate activities that support the development of young children.
- Demonstrate an ability to effectively support facilitation of conversations in a group space across a diverse range of topics.
- Refer to the level 4 competencies in the Social, Community, Home Care and Disability Services Industry Award.

Other role requirements

- Required that one of the working days be when the Maternal Clinic is conducted
 - Outreach work in collaboration with midwives and Step by Step team.
 - Current Queensland C Class driver licence
 - Current First Aid Certificate, or ability to obtain
 - Current Positive Notice Blue Card
 - Current National Police Check.
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Additional information

An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All employees are required to observe YFS' policies and procedures. Employment in the position will be subject to an annual performance plan and review, with initial appointment subject to a probationary period of five months.