




Role description


Role Title	Connections Coordinator – Young Families
Team	Step by Step
Location	Slacks Creek
Classification Level	5
Reports to	Program Manager – Young Families

Our Vision - Building independence and participation.

Our Purpose - YFS backs vulnerable 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, and 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

Informal support networks are essential for young people, including positive relationships with their peers.

The Young Families Connections Coordinator will implement, coordinate and foster peer support work with young families connected with the YFS Step by Step team. This includes planning and facilitating peer group spaces and playgroups, being aware of what is happening in the Logan community and making linkages for young parents and ensuring the Step by Step team is fostering informal support networks in their work with families, as well as initiating purposeful peer support activities with support from the team.

This role is part of the Step by Step multi-disciplinary team that backs young parents to create strong and proud families where children thrive, learn and grow. This team incorporates Family Resource Practitioners, a Housing Specialist and Education and Employment Mentor as part of an integration initiative. The initiative also includes exploration of ways to help young parents have safe relationships.

Key accountabilities

Service delivery

- Plan and facilitate the existing Step by Step peer activities such as the young parent's squads and playgroup. Identifying the needs of the cohort and ensuring current peer activities respond and build on these needs.
- Identify needs for peer support and existing opportunities to meet those needs within the Step by Step program, the organisation, the broader community and cultural groups. This will include having oversight of the Young Parent in Logan social media to promote all young parent activities and resources.
- Develop the structures and processes required to implement various modes of peer support within the program, supporting program staff in understanding and integrating peer support within their practice.
- Overseeing the all-peer activities being facilitated by the Step by Step team, ensuring a consistent approach across all groups.
- Building relationships within the wider community and advocating and collaborating of young parent peer activities.
- Understanding the importance of lived experience and collaborating with young parents to ensure that their voices are embedded into the program.
- Identify new opportunities for providing peer support, and support implementation of team-based activities.
- Integrate peer support within the program, including with the specialist focus areas such as therapeutic intervention, safe relationships, and employment and education.
- Provide training and support to young people who are mentoring, educating, supporting and/or leading their peers.
- Contribute to the review and evaluation of the modes of peer support including collecting data on informal activities connecting peers.
- Contribute to the understanding and development of peer support across YFS.

External relationships

- 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 by participating in meetings, scheduled activities and team processes. Share information, communicate and present ideas in team meetings.
- Work with other team members to implement new and/or adapt existing work methods to improve service delivery. Identify and respond to changing needs of clients and/or YFS.
- Recommend changes to procedures and quality standards that may impact across other work areas.

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.

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 experience are essential.
- Experience in Early Education and/or Case Management is highly valued.

Knowledge and experience specific to the role

- Demonstrated knowledge, skills and experience in working with young parents (under 25).
- Experience in informal/ peer support development and a passion for this work.
- Demonstrated knowledge of childhood development and how to address family and household concerns.
- Demonstrated knowledge in facilitating conversation around safe and health relationships.
- Demonstrated experience in facilitating groups, both peer groups aimed at young parents and playgroups.
- Demonstrated knowledge of - and a passionate interest in addressing the underlying individual, family and societal issues impacting young parents' caring for their children.
- Demonstrated experience in relation to supporting families experiencing family violence and child protection issues.
- Demonstrated experience in person centred, trauma informed service delivery.
- Experience in undertaking holistic person-centred strengths-based assessments and interventions in close cooperation with other professionals.
- Good written communication skills to write correspondence and prepare short reports.
- Demonstrated organisational skills to plan and prioritise work efficiently and effectively and manage competing demands and priorities.
- Able to articulate a passion and ability to embed client voice in their design and facilitation of the work.
- Refer to the level 5 competencies in the SCHADS Award.

Other role requirements

- Work out of hours when required to respond to client needs (e.g., to assist with before and after school routine and engagement with weekend events).
- Current Queensland C Class driver licence.
- Current First Aid Certificate, or ability to obtain.
- Current Positive Notice Blue Card.
- Current National Police Check.

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.