








Role description

Role Title	Graphic and Web Designer
Team	Strategy and Research
Location	Slacks Creek
Classification Level	Level 6
Reports to	Marketing and Communications Manager

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 Graphic and Web Designer is responsible for managing and developing YFS branding, digital and print publications, websites, promotional products, and multimedia content. This role supports YFS' strategic communication activities by creating high-quality, engaging designs and content that position YFS positively, enhance its public image, and support its teams in delivering impactful services to the community.

Key accountabilities

Service delivery

- Create, deliver and maintain digital and print materials, including reports, brochures, social media graphics and promotional materials that align with YFS brand guidelines.
- Manage and update YFS websites to ensure they are engaging, user-friendly and reflect YFS' services.
- Create multimedia content, such as videos, animations and infographics, to support YFS campaigns and community engagement initiatives.
- Collaborate with internal and external stakeholders.
- Ensure consistency of the brand's visual identity across all platforms.

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.

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.

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

- Tertiary qualifications in Graphic Design, or a related field, or equivalent experience is essential.

Knowledge and experience specific to the role

- Highly proficient and experienced with Graphic Design software (Adobe Create Suite including InDesign, Illustrator, Photoshop and After Effects) with the ability to deliver both digital and print design projects to a high standard.
- Proven experience in web design and management, particularly with WordPress, including updating content, improving user experience, WCAG accessibility standards, and ensuring site functionality.
- Experience in conceptualising, designing, and delivering high-quality digital and print materials, including EDMs (Mailchimp), social media assets, animations, websites, brochures, logos, and infographics, with a strong focus on creativity, brand alignment and audience engagement.
- Experience in developing and managing visual brands and brand guidelines to maintain consistency across all organisational materials.
- Strong understanding of print design processes, including preparing files for press, working with print vendors, and ensuring quality control.
- Understanding of shared file management systems and version control for organising and archiving creative assets.
- High level of attention to detail, time management, and organisational skills, with the ability to work autonomously, take direction, manage multiple projects and meet deadlines.
- Demonstrated ability to work collaboratively with internal and external stakeholders to deliver design solutions that meet organisational goals and maintain brand consistency.
- Basic Videography and photography skills, including capturing and editing content.
- Knowledge of, or the ability to acquire knowledge of, the community based social services sector, particularly responsibilities to funding bodies.
- Refer to the level 6 competencies in the Social, Community, Home Care and Disability Services Industry Award.

Other role requirements

- Current Queensland C Class driver licence
- 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.