



<b>POSITION TITLE:</b>	<b>Community Connections Coordinator (Better Futures)</b>
<b>POSITION NUMBER:</b>	<b>YS054</b>
<b>POSITION LOCATION:</b>	<b>Warrnambool</b>
<b>CLASSIFICATION:</b>	<b>SCHADS Level 5</b> <b>(Pay point will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)</b>
<b>TEAM /DIVISION:</b>	<b>Youth Support Team – Youth Services Division</b>
<b>EMPLOYMENT CHECKS:</b>	<b>Current National Police Check, Working with Children Check and NDIS Worker Screening Check</b>

## OUR ORGANISATION

Brophy Family and Youth Services (Brophy) is a not for profit organisation, with a community based Board of Directors. Our service provides a wide range of family, youth and children services across South West Victoria. We are a multi – site organisation, and employees may be required to work at any of our sites. These sites are based in Warrnambool, Portland and Hamilton.

Brophy values the safety of all children and young people and has zero tolerance for any form of child abuse or harm. We listen to and ensure the participation and empowerment of all children and young people.

The cultural safety of First Nations people is important to us. We seek to maintain a safe environment so the diverse and unique identities of First Nations people are respected and valued.

At Brophy young people will be supported to express their culture and enjoy their cultural rights.

Brophy has a zero tolerance of racism and has an expectation that staff and volunteers will act on incidents of racism.

Brophy actively values and promotes diversity in our community and affirms our commitment to be inclusive and respectful to all, regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

We welcome people who are LGBTIQ+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTIQ+ inclusive practice.

Our values are: Social justice, Professionalism, Empowerment, Responsiveness and Partnership.

## DIVISION AND PROGRAM OVERVIEW

The Youth Services Division delivers a range of programs designed to empower young people and strengthen their connections to community, education, employment, and family. This includes the Youth Support Team (Youth Homelessness, Youth Justice, Better Futures, and Young Parents), Foyer

Warrnambool (a 24-hour supported youth accommodation facility and related services), and various Youth Projects that promote wellbeing and participation across the region.

The Youth Support Team provides targeted support for young people and their families across areas such as youth justice and conferencing, homelessness, leaving care (Better Futures), and parenting support for young parents.

## **PRIMARY PURPOSE OF ROLE**

The Community Connections Coordinator (Better Futures) role is a key component of the Better Futures approach, which was rolled out by the Department of Families, Fairness and Housing (DFFH) on 1 November 2019. This new approach is focused on improving outcomes for young people transitioning from care to supported independence. Brophy has been contracted by DFFH to deliver the Community Connections service offer featured in the Better Futures model with the aim to build networks of supportive relationships and meaningful connections for young people in their local community.

The purpose of the Community Connections Coordinator (Better Futures) role is to broker access to mainstream opportunities, networks and resources for young people transitioning from care, so that they can build enabling and social connections that will help them achieve their goals and support their transition to independence.

This includes developing new opportunities and leveraging existing local partnerships, spanning government, business, community services, philanthropy and education providers.

As this position regularly meets and plans with the program partners of the Youth Support Team and external stakeholders, the Community Connections Coordinator (Better Futures) must be able to work collaboratively with others, maintain professionalism and actively promote Better Futures and Brophy Family and Youth Services within the region.

## **ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES**

The Community Connections Coordinator (Better Futures) will demonstrate a commitment to provide excellent customer service to a diverse range of young people, based on understanding their passions, interests, needs and talents, and in turn will consult and liaise with community members, groups, clubs, businesses and other youth services to create positive matches, potential mentors and inspiring opportunities.

The Community Connections Coordinator (Better Futures) will work with a broad range of stakeholders and consult with young people in the development and delivery of youth opportunities which develop the skills, confidence and capacity of young people engaged with Better Futures.

This role requires the ability to make sound decisions, in some instances in crisis or stressful situations, whilst maintaining confidential and professional boundaries. The role is required to work autonomously, work as part of the Youth Support Team, maintain accurate records, and is expected to actively participate in and contribute to Better Futures program planning and implementation along with all annual improvement activities to achieve organisational outcomes.

## **REPORTS TO**

The position reports to and is supervised by the Manager – Youth Support Team.

## **KEY RESPONSIBILITIES**

### Personal and Professional

- Embrace Brophy's commitment to child safety and wellbeing and demonstrate this through practice that reflects equity and inclusion, cultural safety and ensuring the safety and wellbeing of all children and young people.
- Demonstrate a commitment to ongoing skill development and training relevant to the role both personally and professionally;
- Participate in supervision, support and reflective practice, as negotiated with Line Manager; and
- Participate in all core training to ensure integrity of the agreed model of service delivery.

### Technical Skills

- Investigate and undertake 'real' time mapping of existing services and opportunities available to young people, including gaps in services;
- Engage and consult with young people using a variety of strategies and methods in the design of the Community Connections offer;
- Utilise existing youth engagement funds to access new spaces, resources or opportunities identified by and for young people;
- Leverage existing local networks and resources and source new relationships within the community (government, business, philanthropic) to create diverse and sustainable pathways and opportunities for identified young people;
- Source opportunities to connect young people to community mentors who can help them explore their personal and professional aspirations and provide them with guidance, support and encouragement in line with their identified goals;
- Share the building of local expertise and knowledge with Better Futures workers to assist matching a young person to opportunities beyond the service system;
- Provide secondary consultation to Better Futures workers, lending expertise to community connection options and resources available to young people;
- Promote young people as assets within the local area and share and raise awareness about what young people and community are achieving together;
- Develop strategies which foster a sense of community ownership around issues confronting care leavers and develop community accountability to create practical, place-based solutions (local solutions developed by community, for community);
- Share learnings, resources and practice by contributing to the Better Futures Communities of Practice, attend Better Futures local governance meetings and link with similar initiatives;
- Manage social media sites relating to Community Connector activities e.g. relevant Facebook groups or related pages and websites;
- Ensure access and compliance with legislation, standards, policies, practices and procedures relevant to the program area; and
- Ensure a professional standard of care and service provision according to the philosophy of Brophy Family and Youth Services.

### Customer Service

- Promote the Community Connections program and the related offers, and the agency throughout the region;
- Develop and maintain effective working relationships with a broad range of stakeholders and services, across a variety of sectors to ensure an integrated approach that support positive client outcomes in Better Futures; Demonstrate an awareness and all-inclusive practice in response to the diverse backgrounds and experiences of young people.
- Demonstrate an understanding of rural communities and the challenges they face.

### Continuous Quality Improvement

- Seek regular consumer feedback regarding the effectiveness of the programs services as part of BFYS Clinical Governance Framework;
- Participate in program evaluation activities that promote advantaged thinking and contribute to improved outcomes for clients; and
- Participate in and contribute to BFYS quality improvement processes and other activities to meet service and accreditation standards.

#### Team Work and Communication

- Support a positive team approach across the program area, the agency and with other service providers and partners;
- Participate regular team meetings and team planning days;
- Contribute in ways which capture, communicate and share innovative ideas and practices.
- Manage conflict and disputes in a professional manner and in accordance with Brophy policy and procedures;
- Promote effective team communication and development by working professionally and co-operatively with all stakeholders to achieve the Agency's objectives;
- Participate in the development of consumer participation activities within your team and Agency; and
- Undertake other appropriate duties as directed by the Line Manager.

#### Administration and Documentation

- Manage program funding in relation to specifications of program grants, financial budgets and evaluation requirements;
- Take responsibility for accurate, confidential and timely case noting, record keeping, filing and general maintenance of client information, in accordance with relevant program and agency requirements and standards;
- Ensure all relevant program planning; documentation; evaluation and reporting is completed in a timely and accurate manner; and
- Ensure all relevant policies and procedures are implemented and adhered to, including the complaints handling procedures and methods for responding to critical incidents.

### **GENERAL RESPONSIBILITIES**

- Adhere to Brophy's Employee Code of Conduct, and internal policies and procedures.
- Embrace and abide by Brophy's Child Safety and Wellbeing Policy.
- Actively participate in all required supervision, annual performance management process, professional development and training activities.
- Participate in and contribute to Brophy Family and Youth Services quality improvement process and other activities to meet service and accreditation standards.
- Participate and contribute to the culture of a Learning Organisation environment.
- Maintain a healthy and safe work environment including supporting the monitoring and management of risk and WHS systems.
- Participate in the development of consumer's participation activities within your program and Brophy.
- Act on any incidents of racism or discrimination.
- Demonstrate and commit to Brophy's organisational values and model these daily.

This position description describes in general terms the requirements for this position to operate on a normal day to day basis. However, these duties maybe amended or varied from time to time, within the normal capacity of the role without changing the level of responsibility.

## KEY SELECTION CRITERIA

### QUALIFICATIONS

- A minimum qualification of a sector recognised and accredited Bachelor of Social Work/Community Development or Diploma in Community Development/Community Welfare Work or equivalent. (Qualifications must be approved by recognised professional bodies: ie. AASW, Community Services Council, APS etc.); and
- A current Drivers Licence.

### EXPERIENCE, SKILLS AND ABILITIES

The successful candidate will have the best combination of the following characteristics:

- A clear understanding of care services and the challenges met by young people (including culturally & linguistically diverse, family violence, substance abuse, child safety, mental health and relationships) and their families within the Out of Home Care system;
- Demonstrated experience in developing, implementing and evaluating programs or projects involving youth and undertaking community development approaches;
- Experience in developing strong networks and/or partnerships to negotiate and advocate on behalf of young people supporting their transition to independence;
- Excellent organisational skills including program planning and delivery and the ability to handle a variety of tasks concurrently and within specific timelines;
- An ability to understand Advantage Thinking principles and develop and apply the model of practice within a team and service delivery approach

### AUTHORISED BY

NAME: Peter Hill  
POSITION: Acting - Executive Manager – Youth Services  
DATE: November 2025