

<b>Position</b>	<b>Eastern Community Connections Coordinator</b>
<b>Reports to</b>	N/E Area Manager
<b>Directorate</b>	Operations
<b>Location</b>	Carlton, Victoria
<b>Industrial Award</b>	SCHADS Level 4.1
<b>Employment Type</b>	Full time (1.0 FTE) Ongoing
<b>Direct reports</b>	Nil
<b>Date approved by Director</b>	05/08/2020

#### **ACKNOWLEDGMENT OF COUNTRY**

Whitelion acknowledges the Traditional Owners and Custodians of the land on which it is situated and we pay respect to their Elders past, present and emerging. We acknowledge and respect the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander Peoples across the nation.

#### **STATEMENT OF INCLUSION**

We are passionate about creating a workplace that promotes and values diversity. We are therefore committed to providing a safe environment for all people, regardless of their age, culture, ability, gender, language, racial origin, religious belief and/ or sexual identity.

#### **THE CHANGE WE NEED TO MAKE (Vision)**

A world where no young person is left behind. Where all young people have the right to equitable opportunities to reach their potential.

#### **WHY WE EXIST (Purpose)**

To build positive connections and pathways to work for young people at risk.

#### **WHO WE ARE HERE TO SERVE (Young people at Risk)**

- Highly vulnerable, high risk
- Impacted by the justice system, out of home care, homelessness, complex and chronic disadvantage

#### **WHAT MAKES US DIFFERENT (Service Blueprint)**

- Invites young people, staff, volunteers and supporters to create positive movement forward and impel each individual towards positive connections and pathways to work
- Four outcome areas help to achieve this: safe & stable; learning & supportive networks; skills & growth; connection & independence
- Success depends on the voice and lived experience of highly vulnerable, high risk young people; systems around them; and the Whitelion community

#### **VALUES AND BEHAVIOURS**

- We work together (Collaboration)
- We turn up and do our best (Committed)

- We deliver on commitments (Accountable)
- We want everyone to belong (Inclusive)

### STRATEGIC PRIORITIES

- **People**  
Our staff and volunteers are engaged and enabled to be their best in an inclusive and high performing environment.
- **Programs**  
Highly vulnerable young people experience improved connections and pathways to work.
- **Supporters**  
Our supporters and partners are integral to solutions for achieving impact and sustainability.
- **Sustainability**  
Financial sustainability is based on healthy reserves which can be used to reinvest in workforce capabilities, program innovation and systems improvement.

### Whitelion is a child safe organisation

Whitelion is committed to preventing any danger to children and young people who engage with our services. We do this by constantly working on creating a safe, empowering and respectful culture. Click here to read our full **Commitment to Child Safety**:

<https://www.whitelion.asn.au/files/Commitment%20to%20Child%20Safety.pdf>

### Position purpose

Whitelion Eastern Community Connections is a key component of the Better Futures approach, which was rolled out by the Department of Health and Human Services (DHHS) on 1 November 2019. This approach is focused on improving outcomes for young people transitioning from care to supported independence. Whitelion has been contracted by DHHS to deliver the Community Connections service offer featured in the Better Futures model with the aim to build networks of supportive relationships for young people in their local community. Whitelion is providing a hybrid model which encompasses the following key services:

- Community engagement and capacity building
- Harness community effort through a place-based partnership approach
- Mentoring

The Community Connector 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.

This is an exciting and developing role and requires an individual who is able to adapt with the changing needs and direction of the program.

Please note that this role requires some after hours and weekend work.

Key result areas	Performance measures
<b>Community engagement and capacity building</b>	<ul style="list-style-type: none"> <li>• 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 young people leaving care.</li> <li>• Share local expertise and knowledge with Better Futures workers to assist matching a young person to opportunities.</li> <li>• Provide secondary consultation to Better Futures workers, lending expertise to community connection options and resources available to young people.</li> <li>• Focus on improving a young person's social capital by creating informal connections and opportunities outside of the service system.</li> <li>• Promote young people as assets within the local area and share and raise awareness about what young people and community are achieving together.</li> <li>• 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.</li> </ul>
<b>Harness community effort through a place-based partnership approach</b>	<ul style="list-style-type: none"> <li>• Bring together key stakeholders within the community to create new opportunities and sustainable pathways for young people leaving care. Community stakeholders include all levels of government, local businesses and employers, education providers, philanthropic organisations, community services and sporting clubs.</li> <li>• Investigate and undertake 'real' time mapping of existing services and opportunities available to young people, including gaps in services.</li> <li>• 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).</li> <li>• Promote a shift in the way community values young people leaving care, from service recipients to valuable members of the community.</li> </ul>
<b>Delivery of mentoring service</b>	<ul style="list-style-type: none"> <li>• Engage and work with young people to determine their goals and aspirations to be supported through mentoring relationship in line with the Advantaged Thinking approach.</li> <li>• 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.</li> </ul>

	<ul style="list-style-type: none"> <li>Recruit, train and support mentors to connect with young people in social and recreational activities that contribute to a young person's self-esteem, resilience, agency, health and wellbeing goals and an awareness of, and connection to, what's happening in their community.</li> <li>Provide ongoing support and supervision of mentors and young people.</li> </ul>
<b>Program documentation and evaluation</b>	<ul style="list-style-type: none"> <li>Maintain appropriate files and records to facilitate case coordination, accountability and manage all team and service user outcomes.</li> <li>Ensure that the standards required by relevant legislation and organisational policy are maintained.</li> <li>Participate in the collection of data statistics and other relevant reporting requirements.</li> <li>Administer young person surveys as per Whitelion's Evaluation framework.</li> </ul>
<b>Workplace health, safety and wellbeing</b>	<p>While at work you must:</p> <ul style="list-style-type: none"> <li>Take reasonable care for your own health and safety</li> <li>Take reasonable care for the health and safety of others</li> <li>Report any matters that may be a risk to the health and safety of yourself or others</li> <li>Comply with any reasonable instructions, policies and procedure given to you by Whitelion.</li> </ul>

## Skills and attributes

<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>A tertiary qualification in youth work, social work, community services or other relevant discipline and/or proven experience in the delivery of services to young people experiencing complex behaviours.</li> <li>Willingness to undertake a criminal record check and Working with Children Check.</li> <li>Hold a current drivers licence and be prepared to drive.</li> </ul>
<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>2 years previous experience in a similar role/industry</li> </ul>
<p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>A tertiary qualification in youth work, social work, community services or other relevant discipline and/or proven experience in the delivery of services to young people experiencing complex behaviours.</li> <li>A clear understanding of care services and the issues confronting vulnerable young people (including culturally &amp; linguistically diverse, family violence, substance abuse, child abuse and child safety, mental health and relationships) and their families within Out of Home Care.</li> </ul>

- Ability to build relationships and collaborations within a short time period for the benefit of a particular group.
- Have the necessary skills to manage and work with volunteers in the areas of recruitment, selection, training, matching and supervision.
- Excellent verbal and written communication skills in addition to a high level of interpersonal, liaison and negotiation skills in order to build rapport and trust with various stakeholders.

### Behavioural capabilities

- Exceptional team work and collaboration to find ways to support and promote others to succeed.
- Exceptional communication skill and to build trust by honouring our commitment
- Commitment to social justice and valuing the strengths, resilience and courage of 'at risk' young people
- Commitment to the safety, wellbeing and participation of all children and young people
- To strive for exceptional performance in everything we do.
- Positive mindset and ability to see setbacks as opportunities for growth and development
- Confidence and assertiveness to represent the Whitelion office
- Humility, empathy and willingness to continually learn and grow and encourage everyone to bring their whole self to work and value the many dimensions of who we are.
- High level of professionalism and approachability toward all stakeholders to gain cooperation and assistance to achieve timelines

### Key contacts

Dianne Garner Victorian State Manager 0400 885 956 <a href="mailto:dianne.garner@whitelion.asn.au">dianne.garner@whitelion.asn.au</a>	Luke Berry Area Manager - Western P: 03 8734 1339   M: 0421 785 617 <a href="mailto:Luke.Berry@whitelion.asn.au">Luke.Berry@whitelion.asn.au</a>
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