


	Position Title: Community Connections Coordinator	Team: Community Programs	  
	Band: A	Salary: Stream 1, Level 5	Date: April 2021

OUR VISION AND PURPOSE	ROLE CONTEXT
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</p>	<p>Gippsland Community Connections is a key component of the Better Futures approach, which was rolled out by the Department of Health and Human Services (DHHS) in 2019. This new approach is focused on improving outcomes for young people transitioning from care to supported independence. Whitelion and Berry Street have 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.</p> <p>Whitelion and Berry Street are providing a hybrid model which encompasses the following key services:</p> <ul style="list-style-type: none"> • Community engagement and capacity building • Harness community effort through a place-based partnership approach • Mentoring.
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p>We expect all staff to apply these Values in all aspects of their work.</p> <p>Courage: to never give up, maintain hope and advocate for a ‘fair go’</p> <p>Integrity: to be true to our word</p> <p>Respect: to acknowledge each person’s culture, traditions, identity, rights, needs and aspirations</p> <p>Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p>Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<p>The Community Connector Coordinator 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 both developing new opportunities and leveraging existing local partnerships, spanning government, business, community services, philanthropy and education providers.</p> <p>This is an exciting transitional role that will continue to develop with time and requires an individual who is able to adapt with the possible ever-changing needs and direction of the program. This role includes occasional weekend and after hours work.</p>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Morwell Office in Berry Street’s Gippsland Region, Gunaikurnai Country. This role reports to the Team Leader Community Programs who will provide supervision and review.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement and occupational health and safety. Berry Street is committed to service delivery that prioritises diversity and inclusion. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion. Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity. 	
KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<ul style="list-style-type: none"> 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. Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies. A clear understanding of care services and the issues confronting vulnerable young people (including culturally & linguistically diverse, family violence, substance abuse, child abuse and child safety, mental health and relationships) and their families within Out of Home Care. 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. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> 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. Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances. 	<ul style="list-style-type: none"> Experience in delivering to small groups.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Community engagement and capacity building	<ul style="list-style-type: none"> • 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. • Share local expertise and knowledge with Better Futures workers to assist matching a young person to opportunities. • Provide secondary consultation to Better Futures workers, lending expertise to community connection options and resources available to young people. • Focus on improving a young person's social capital by creating informal connections and opportunities outside of the service system. • Promote young people as assets within the local area and share and raise awareness about what young people and community are achieving together. • 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.
Harness community effort through a place-based partnership approach	<ul style="list-style-type: none"> • 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. • Investigate and undertake 'real' time mapping of existing services and opportunities available to young people, including gaps in services. • 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). • Promote a shift in the way community values young people leaving care, from service recipients to valuable members of the community.
Delivery of mentoring service	<ul style="list-style-type: none"> • Engage and assess young people to determine their goals and aspirations to be supported through mentoring relationship in line with the Advantaged Thinking approach. • 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. • 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. • Provide ongoing support and supervision of mentors and young people.
Program documentation and evaluation	<ul style="list-style-type: none"> • Maintain appropriate files and records to facilitate good case coordination, accountability and manage all team and service user outcomes. • Ensure that the standards required by relevant legislation and organisational policy are maintained. • Participate in the collection of data statistics and other relevant reporting requirements. • Administer young person surveys as per Whitelion's and Berry Street's Evaluation framework.
Workplace health, safety and wellbeing	<ul style="list-style-type: none"> • A safe and healthy work environment as demonstrated by staff adherence to safety standards together with an inclusive culture that values diversity. • Staff are supported and engaged to harness their full potential as demonstrated through improved staff engagement and wellbeing measures.
Other	<ul style="list-style-type: none"> • Other duties as required.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach, working from home).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work on-call after hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Regular
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
People Contact	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services.	Daily
	Undertake training and professional development activities.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional