

## Job Description – Team Member

# Community Connections Coordinator



**Directorate:** Operations  
**Reports to:** North East Area Manager  
**State:** Victoria  
**Direct Reports:** 0

**Award:** SCHADS  
**Classification:** 4  
**Review Date:** May 2021

*Whitelion acknowledges the traditional Owners and Custodians of the land on which it is situated and we pay respect to their elders past and present. Whitelion is 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.*

### About us

At Whitelion Youth we have a vision of a world where no young person is left behind, where all young people have the right to equitable opportunities to reach their potential. Everyday our staff and volunteers work with young people at risk who have been impacted by the justice system, out of home care, homelessness or complex and chronic disadvantage and we support them to build positive community connections and meaningful pathways to work.

As a team of staff and volunteers we are committed to always turning up and doing our best, we deliver on our commitments and we contribute to an inclusive and welcoming environment where everyone can belong. You can find out more by accessing Strategy 2023 [here](#).

### About the role

As the Community Connections Coordinator you will support young people in the Better Futures program by brokering access to mainstream opportunities, networks and resources so that they can build 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. Your day-to-day responsibilities will include:

- Community engagement and capacity building
- Service system coordination and improving access pathways
- Facilitating community mentoring opportunities
- Volunteer recruitment and coordination
- Group facilitation (e.g. network meetings, training)

This role may require some after hours and weekend work

### Role responsibilities

- 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.
- Foster a sense of community ownership around issues confronting young people leaving care and develop community accountability to create practical, place-based solutions (local solutions developed by community, for community).



- 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.
- 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.
- Maintain appropriate files and records to facilitate good case coordination, accountability and manage all team and service user outcomes and relevant reporting requirements.
- Ensure that the standards required by relevant legislation and organisational policy are maintained.
- Administer young person surveys as per Whitelion's Evaluation framework.

#### **Role requirements**

##### **Experience**

- Significant experience building relationships, networks and collaborations within the community for the benefit of Better Futures / Community Connections program and clients.
- Previous professional experience in Community Development, preferably working with at risk and vulnerable young people.
- An understanding of care services and experience dealing with 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.
- Experience managing and working with volunteers in the areas of recruitment, selection, training, matching and supervision would be highly regarded.
- 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.

##### **Qualifications**

- Current Working with Children card and Criminal History Check
- Hold a current driver's license and be prepared to drive.
- A tertiary qualification in community development, social work, youth work or other relevant discipline and/or proven experience in the delivery of services to young people.

##### **General conditions**

All Whitelion staff and volunteers must also adhere to the following requirements:

- 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.
- All reasonable Health and Safety guidelines, policies and directions.

- Demonstrate the skills and knowledge to work with Aboriginal and Torres Strait Islander people in a culturally safe way.
- Undertake a police check prior to commencement and every 5 years after.

### Personal Competencies

The values and behaviours that demonstrate how Whitelion people think and act:

**Collaboration:** You are open to working closely with your teammates to help each other achieve quality outcomes, and to support each other's safety and wellbeing.

**Committed:** You bring positivity, focus and energy to your work and get inspired by achieving quality outcomes in all parts of your role. You are resilient and see setbacks as opportunities for growth and development.

**Accountable:** You do what you say you are going to do. You can work independently, prioritise and manage multiple tasks and know how to speak up if you need help with delivering to agreed deadlines.

**Inclusive:** You work hard to educate yourself on what it takes to create a truly inclusive culture, and you value the experiences and alternative views of those around you. You believe that diversity leads to success.