



## Position Description

<b>Position Title</b>	Family Coach
<b>Portfolio</b>	Children, Youth and Inclusion
<b>Area</b>	Early Years, Children and Families
<b>Reports To</b>	Integration Lead

### Organisation Purpose

Our vision at the Brotherhood of St. Laurence (BSL) is an Australia free of poverty. Our purpose is to advance a fairer Australia through our leadership on policy reform, our partnerships with communities, and the quality of our services.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, industry and communities to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our services that support financial wellbeing. We research the causes and effects of poverty and connect research, practice and policy to advocate national, state and local policy responses to poverty.

BSL values diversity and inclusion with regard to our staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all people to be supported, respected, safe and empowered.

### Portfolio Purpose

Children, Youth and Inclusion is a diverse service delivery portfolio at BSL. The portfolio is made up of programs aimed at providing services to children, families, young people and adults. Children, Youth and Inclusion is required to operate in a flexible and agile way to lead change and influence systems. Children, Youth and Inclusion responds to the external political and service sector environment and offers new practice, service design and policy solutions to influence lasting change. All programs in the portfolio must have a systemic change ambition beyond the service delivery.

## **Position Purpose**

Reporting to the Integration Lead, the Family Coach will support site-specific family engagement and practice in a local place-based setting. They will partner with families to support their aspirations, strengthen their capacity and connect them with resources and services. Using a strength-based and person-centred approach, the Family Coach helps navigate the early years ecosystem, fostering meaningful relationships that enhance child development and family wellbeing.

This role builds trust between families and early childhood programs, empowering families to access opportunities, overcome challenges and create positive, sustainable outcomes for their children.

## **Key Responsibilities**

### **Family Support and Capacity Building**

- Initiate the design and development of a culturally safe process, for initial engagement with families to build a relationship of trust.
- Provide one-on-one coaching to support parents in setting and achieving their goals.
- Serve as a coordinator for families, linking them with community resources and services.
- Support families to build confidence in engaging with early childhood education, health and social services.
- Facilitate small groups and playgroups to encourage social connections and shared learning.

### **Community Engagement and Connection**

- Develop and maintain strong relationships with local community groups to enhance service access for families.
- Utilise place-based methodologies to plan for engagement with local families.
- Identify gaps in service provision and advocate for improved community resources.
- Collaborate with early years services, community organisations and support networks to build integrated pathways for families.
- Contribute to community led initiatives that empower families to participate actively in decision making.

### **Peer Learning and Reflective Practice**

- Engage in and facilitate reflective practice sessions with colleagues to enhance model development.
- Contribute to the development of training materials, guides and tools for peer learning through the provision of local knowledge and expertise.
- Participate in ongoing professional development and contribute to a culture of continuous learning.

### **Data Collection and Reporting**

- Provide support to ensure families own their documentation and plans, maintaining copies of goals and plans for reference.
- Develop and implement approaches to capture and document community narratives for data collection and informed decision making.
- Collect and analyse data to inform program evaluation and continuous improvement.
- Contribute to reports and recommendations regarding family aspirations, needs, trends and service gaps.

### **Other Duties**

- Work collaboratively within teams to achieve common goals
- Demonstrate a commitment to BSL's quality framework and culture by participating in and promoting quality actions through continual improvement activities
- In collaboration with manager, set goals and objectives to ensure outcomes are met
- Model BSL's values and adhere to the Code of Conduct in everyday work practices
- Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with BSL policies and procedures.
- This position will require direct/indirect contact with children and/or vulnerable individuals
- Other duties as required

### **Scope of Responsibility**

#### **Direct Reports:**

- NIL

#### **Indirect Reports:**

- NIL

### **Key Selection Criteria**

#### **Career Experience:**

- Experience in family-centered practice and working with diverse communities including refugee and migrant families.
- Understanding of and experience in applying a strengths-based and capability building framework.
- Experience facilitating group programs, workshops or play based learning activities.

- Expertise in understanding place-based methodologies when working in community.

### **Personal Qualities:**

- Strong interpersonal and communication skills to engage effectively with families, communities and service providers.
- Ability to work collaboratively in a multidisciplinary team.
- A commitment to maintaining and supporting child safety, equity, inclusion, and cultural safety.
- Understanding of and empathy with the values and ideals of the Brotherhood of St. Laurence.

### **Qualifications/Other:**

- Tertiary qualification in Community Development, Social Work, Early Childhood Development or a related discipline.

### **Mandatory Employment Criteria**

- Specific work requirements include weekend work, evening shifts, work-based travel or attendance at a variety of different locations
- Proof of eligibility to work in Australia is required
- A satisfactory Police Check is required. BSL will support successful candidates in this process
- A Working with Children Check is required for this position. BSL will support successful candidates in this process

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur, and it may be amended from time to time as organisational needs change. Changes to the position description will be consistent with the purpose for which the position was established.