



Position Description

Program or Department Name	Restoring Families
Position Title	Restoring Families Community Connector
Award Classification	SCHADS Award – Level 5
Program Location	<i>Shepparton</i>
Employment Status	Full-time
Reports To:	Program Manager-OzChild & AAFRO

OzChild

Founded in 1851, OzChild supports vulnerable children and young people by providing healing, preventing abuse and neglect, and strengthening families. We work in partnership with children, families, communities and government to reduce harm and create sustainable change. Our goal is for all children and young people to be safe, respected, nurtured, and supported to reach their full potential.

AAFRO

Australian African Foundation for Retention and Opportunity (AAFRO) exists primarily to build a bridge between young people of African descent, their families, and the wider Australian community. Our mission is to create sustainable access to opportunities for immigrants, refugees, and vulnerable young people, particularly those from African backgrounds. We do this by supporting them to reach their full potential as individuals and integrate harmoniously into the wider Australian community. Our vision is that Africans and other culturally and linguistically diverse communities (CALD) should feel welcomed, trusted and understood.

Collaborative Partnership

OzChild and AAFRO have come together in a collaborative partnership to deliver the Community Connector role, recognising the value of culturally responsive and community-led support. This partnership brings together OzChild's expertise in delivering evidence-based family services with AAFRO's strong connections and trust within African Australian communities. By working together, OzChild and AAFRO aim to enhance culturally safe practice, support early intervention, and ensure that families are connected to the right supports and their communities.

Child Safety

OzChild and AAFRO are committed to protecting children and young people from all forms of abuse, bullying, exploitation and neglect. We create environments across all programs and services where children are safe and feel safe.

All OzChild and AAFRO People are required to:

- Prioritise the safety and wellbeing of children and young people
- Comply with mandatory reporting and reportable conduct obligations
- Always Adhere to Safeguarding Children Policies and Code of Conduct

Role and Purpose

The **Restoring Families Community Connector** works in partnership with Restoring Families Practitioners to provide practical, relational, and community-based support to children, young people, and families experiencing vulnerability. AAFRO is working in partnership with OzChild to deliver the Community Connector role and the successful candidate will be reporting to and working closely with the Program Managers at OzChild and AAFRO.

The role focuses on strengthening families' connection to their communities by supporting access to social, educational, cultural, and recreational opportunities that promote inclusion, wellbeing, and sustainable support networks. The Community Connector works with the whole family to build skills, confidence, and informal supports that enhance independence and participation. Practice is strengths based, culturally responsive, and grounded in respectful, relationship-based engagement.

The OzChild Way

In undertaking this role, the **Restoring Families Community Connector** supports and demonstrates the OzChild Way behaviours and accountabilities as follows:

We deliver evidence-based services: Apply strengths based, -evidence informed- engagement approaches to support families to connect with their communities in meaningful and sustainable ways. Use recognised practice principles, including relational and motivational approaches, to support participation, inclusion, and skill development.

Our customers determine our success: Work alongside children, young people, and families to identify their goals, interests, and priorities for community connection and participation. Respect family voice, choice, and self-determination, and ensure supports are responsive to cultural, linguistic, and individual needs.

We deliver innovative solutions: Identify flexible and creative pathways to reduce barriers and increase access to community-based opportunities. Use local knowledge, networking, and -problem solving- to support families to engage with informal and formal supports that strengthen wellbeing and social connection.

We set each other up for success: Work collaboratively with Restoring Families Practitioners, Team Leaders, and partner services to support coordinated, whole-of-family responses. Share observations, insights, and progress to support effective teamwork and consistent support for families.

I learn, adapt, grow, and embrace my cultural competence: Demonstrate a commitment to reflective learning, adaptability, and culturally responsive practice. Respect and respond to diversity, and support culturally safe engagement, particularly with Aboriginal children, families, and communities.

AAFRO'S Philosophy

AAFRO model of care, based on the Ubuntu Framework of community restorative and healing practice, is derived from a variety of traditional justice practices that promote collectivism rather than the individualist approach to everyday life, including indigenous justice circles, the African philosophy of Ubuntu and modern developments.

Position Specific Responsibilities

In order to achieve the expectations as outlined above, the following key areas of responsibility have been identified:

- Work intensively with families for a defined period to support engagement, inclusion, and participation in community based- activities and supports.
- Build strong, trusting relationships with children, young people, and families using a relational and strengths based- approach.
- Support families to identify interests, goals, strengths, and barriers to community connection and participation.
- Assist families to build skills, confidence, routines, and social networks that promote wellbeing, independence, and belonging.
- Use persistent and assertive outreach to engage families, including homebased and -community based- work.
- Respond flexibly and in a timely way to referrals and changing family needs.
- Service delivery for this role occurs between 8:00am and 8:00pm. Flexibility in start and finish times is required to meet family and service needs.
- Work closely with Restoring Families Practitioners to support coordinated, whole of-family responses.
- Participate in planning, review, and reflective practice discussions with Practitioners and Team Leaders.
- Support families to access education, training, employment, health, recreational, mentoring, and cultural opportunities.
- Leverage existing local networks and broker new community connections and pathways.
- Support culturally safe engagement with Aboriginal families and culturally diverse communities, including connection with Aboriginal Community Controlled Organisations where appropriate.
- Apply strengths based-, relational, and culturally responsive practice approaches.
- Use relevant evidence informed frameworks and organisational guidance, including Safe & Together principles and MARAM risk identification and -information sharing- requirements.
- Maintain accurate, timely, and high-quality- case notes and activity records in approved systems.
- Share relevant observations, progress updates, and risks with Practitioners and Team Leaders.
- Identify and immediately escalate safety concerns, incidents, or emergencies in line with OzChild & AAFRO policies and procedures.

Key Relationships

Internal

- Restoring Families Practitioners
- Restoring Families Team Leader
- Program Managers
- National Practice Framework and Support Teams
- OzChild & AAFRO staff, students, and volunteers

External

- Community organisations and informal support networks
- Education, training, employment, health, housing, and recreation providers
- Aboriginal Community Controlled Organisations
- Cultural, faith based-, and local community groups

Qualifications

Essential

- Tertiary qualification in Community Services, Social Work, Youth Work, or a related discipline
- Demonstrated relevant experience working with vulnerable families and communities

Desirable

- Lived experience relevant to the service system (highly regarded).
- Experience in community engagement, outreach, or assertive engagement roles.

Skills and Experience

- Experience working with children, young people, and families experiencing vulnerability.
- Strong interpersonal, engagement, and communication skills.
- Ability to build trust and rapport with diverse families and communities.
- Understanding of cultural safety and working with Aboriginal and culturally diverse communities.
- Ability to identify and broker community based- opportunities and pathways.
- Strong organisational and time management- skills.
- Sound computer skills including Microsoft Office and electronic recording systems.
- Willingness and capacity to work flexibly to meet family and service needs.

Screening and Licences

- National and International Police Check
- Working with Children Check (relevant State/Territory)
- Current driver's licence and access to reliable transport

Mandatory Training

All OzChild employees must complete mandatory and program specific training on commencement and refresher training as required.

Your Organisational Responsibilities

All OzChild People are required to:

- Comply with OzChild policies, procedures and codes of conduct
- Uphold child safety, cultural safety, diversity, equity and inclusion
- Maintain privacy, confidentiality and information sharing- obligations
- Represent OzChild positively in all professional and public settings

Your Safety and Wellbeing Responsibilities

- Assume responsibility for own safety and the safety of others.
- Undertake all duties in accordance with workplace health and safety policies and procedures.
- Report hazards, incidents, injuries, and near misses.
- Participate in safety and wellbeing initiatives and training.
- Support return to- work processes where required.

Employee Acknowledgement

This Position Description reflects the primary responsibilities of the role and may be adjusted in line with program and organisational needs without changing the level of responsibility.

I confirm that I have read and understand this Position Description.

Name	Signature	Date