

Team	Extended Post Care Support
Location	Slacks Creek based with remote work required across Logan, Redlands and Beaudesert
Classification Level	5
Reports to	Program Manager Extended Post Care Support

Your Story. Our Commitment.

At YFS, our teams show up every day, listening deeply and responding with care. People feel seen, heard, and genuinely supported because our staff bring unwavering commitment, walking alongside them to honour their stories and help shape their futures.

Our Values



Excellence – We don't just deliver services – we create meaningful impact



Integrity – We act with honesty, transparency and respect



Optimism – We see possibility where others see barriers



Steadfastness – We walk alongside our communities with determination, grit, and care



Courage – We challenge systems, policies, and practices that create inequity

YFS has a long history of working with and empowering First Nations peoples.

The YFS Cultural Framework sets out our continuing commitment and the actions we will take as a community member, a service provider and an employer to back First Nations peoples to achieve their aspirations and thrive.

YFS is committed to promoting a unified, harmonious, safe and inclusive community. We recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

We pride ourselves on ensuring our services and work environments are safe, inclusive, welcoming and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.

Primary Purpose

The Youth Development Coach will join a multi-disciplinary Transition to Adulthood (T2A) team at YFS, which support young people transitioning from care to transition successfully to independent adult life. The Youth Development Coach will work collaboratively with Child Safety Officers and other stakeholders to support young people in care to plan for their future and gain the skills and support they need to thrive in adulthood. The Youth Development Coach will provide culturally appropriate, proactive and holistic support to young people until their 21st birthday.

Youth Development Coaches will work directly with young people in Logan, Beaudesert and Redlands as needed. They will meet with young people while they are still in care to inform them about the service, build rapport and assist with accessing opportunities in line with their goals and interests. Once they transition from care, the Development Coach's role will evolve into that of a central point of support, in which they provide consistent support, informed coordination and streamlined navigation of relevant Commonwealth, State and community resources and services.

They will deliver planning, coaching and case management services that achieve strong outcomes for young people, responding to each young person's aspirations, strengths and circumstances.

Key accountabilities

Service delivery

- Meeting with Child Safety Officers and attending care teams related to young people from 17 years of age, with a focus on identifying young people's capabilities, interests and talents, and aligning plans, opportunities and resources accordingly.
- Working with young people to identify their aspirations and coaching them to set short term and long-term goals.
- Holistic and culturally informed person-centred planning with flexible levels of support.
- Assisting young people to access flexible funding, support and guidance.
- Provide responsive, flexible coaching support and crisis response services for young people after they have left out of home care to help them resolve issues and achieve their goals.
- Undertake proactive check-ins with clients to ensure they are on track.
- Liaise with other stakeholders and services to link clients to the supports and resources they need for participation and independence.
- Contribute to the development and delivery of workshops or groups to young people on a range of topics relevant to young people with a care experience.

External relationships

- Build and foster collaborative partnerships with other agencies and stakeholders to provide and maintain effective, accountable services for clients, and report on developments.
- Build a network of contacts in other relevant organisations and ensure YFS's image and reputation is maintained.

Leadership and values

- Apply YFS values, ethics, policies and procedures across all work practices. Contribute to the resolution of work-related matters by being honest, approachable and responsive.

Teamwork and collaboration

- Contribute to developing a cohesive team by participating in meetings, scheduled activities and team processes. Share information, communicate and present ideas in team meetings.
- Work with other team members to implement new and/or adapt existing work methods to improve service delivery. Identify and respond to changing needs of clients and/or YFS.

Professional accountability

- Use YFS and partner information and resources accountably.
- Undertake work in accordance with team standards and YFS policies, protocols, and procedures, including workplace health and safety, risk management, and relevant legislative requirements.
- Work within the standards and principles of safeguarding children and vulnerable adults. YFS Ltd. has a zero tolerance of physical and sexual abuse, including grooming behaviours, and all allegations and safety concerns will be treated very seriously and consistently as per our Safeguarding Framework, policies, procedures and legal duties.

Problem solving and decision making

- Identify and resolve problems and contribute to improving working processes and procedures to improve service delivery to clients.

Administration

- Enter data, maintain records and complete documents in line with YFS document management and record keeping procedures.

Cultural respect

- Acknowledge the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience.
- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds.

Relevant skills, knowledge and experience

Experience and qualifications

- Relevant tertiary qualifications (Degree in relevant discipline) and/or experience are essential.

Knowledge and experience specific to the role

- Proven experience in person centred case management service delivery
- Demonstrated knowledge and understanding of the specific needs of young people exiting statutory care and the challenges that they face in transitioning to adulthood.
- Demonstrated understanding of the factors contributing to young people in care disconnecting from family and community or disengaging from education, training and/or employment
- Well-developed interpersonal communication skills to engage with a range of people (e.g. young people and families, carers and support agencies, education providers, community practitioners and specialist clinicians) including people from diverse cultural and socio-economic backgrounds
- Effective written communication skills to write correspondence and prepare short reports.
- Teamwork skills with the ability to contribute to a productive and harmonious team environment
- Demonstrated organisational skills to plan and prioritise work efficiently and effectively, and to manage competing demands and priorities.
- Refer to the level 5 competencies in the Social, Community, Home Care and Disability Services Industry Award.

Other role requirements

- Work out of hours when required to respond to client needs.
- Current Queensland C Class driver licence
- Current First Aid Certificate, or ability to obtain.
- Current Positive Notice Blue Card
- Current National Police Check.

Additional information

An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All employees are required to observe YFS' policies and procedures. Employment in the position will be subject to an annual performance plan and review, with initial appointment subject to a probationary period of five months.