

Position Description

Family & Community Connections Coordinator



Our Vision	Safe and secure foundations for babies, toddlers and families
Our Role	We work with babies, toddlers and their families to nurture health and wellbeing through a range of early parenting programs and supports, and driving sector improvement through research, education and advocacy.
Our Values	Connection, Curiosity, Respect and Courage

We acknowledge the Traditional Custodians of the lands on which we work, live and play. We pay our respects to traditional owners' past, present. We acknowledge the ongoing connection that First Nations peoples have to lands, waterways and communities and recognise the importance of babies toddlers and children being connected to culture and kinship.

Introduction:

Tweddle Child & Family Health Service (Tweddle) is a specialist public hospital operating as an Early Parenting Centre (EPC) with the main sites located in Footscray and Wyndham, and additional outreach services in the Barwon region. We offer a range of early parenting programs - site based and in the community (including clients' homes) - to families who are experiencing difficulties with parenting their children up to the age of four. We deliver training and professional education on early parenting and participate in research with our academic partners. Babies, toddlers and children are at the heart of everything we do.

As a Child Safe Organisation all staff are expected to promote the safety, wellbeing and inclusion of all children. The responsibility for children's safety and protection is embedded within the organizational culture and reflected in policies and practices. Tweddle ensures that all staff members fulfil their legal obligations to respond and report any suspected incidence of child abuse.

More information is available at: www.tweddle.org.au

Position Summary:

The Family & Community Connections Coordinator provides clinical coordination across Tweddle programs to ensure families receive seamless, tailored support from referral to discharge. This role strengthens access to services by building partnerships with families, communities, and external providers, improving referral pathways, and supporting vulnerable families who may face barriers to care. This role is a leadership role with direct reports from the Home Visiting and Assessment & Intake Team.

This role has potential for expansion aligned to the strategic plan.

This position works closely with diverse families, including Aboriginal families, CALD communities, LGBTIQ+ families, people with disabilities, and families experiencing complex social or health needs.

Position Details

- Agreement: Nurses and Midwives (Victorian Public Sector) Enterprise Agreement 2024–2028/Allied Health Professionals (Victorian Public Sector) Enterprise Agreement 2021-2026
- Reports to: Director of Nursing (Footscray)

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Safe and Secure Foundations for Babies, Toddlers and Families

- Classification: RN Grade 3 / Allied Health Grade 3
- Location: Footscray (with travel to Wyndham as required)
- EFT: 0.84
- Internal Relationships: Residential, Community, Intake, Infant Response Programs, Corporate Services, Education & Research
- External Relationships: Community organisations, sector partners

Key Requirements

Essential Criteria
• Tertiary qualification and registration in Nursing or Allied Health equivalent • Strong clinical triage and risk assessment skills • Experience in health or family services using a social model of care • Leadership experience or willingness to develop leadership skills • Current WWCC, Police Check, Australian work rights, immunisation status, COVID-19 vaccination, Victorian Drivers Licence
Desired Criteria
• Telephone-based experience in child/family or mental health contexts • Experience building collaborative relationships with stakeholders • Understanding of community-based service pathways • Experience supporting families with multiple or complex issues • Strong communication, analytical and reflective practice skills • Knowledge of trauma-informed and family-centred approaches and diverse family needs

Key Position Objectives:

The Family and Community Connections Coordinator works collaboratively with the clinical leadership team to achieve the following strategic objectives:

- Enable improved and efficient access to services for clients and service providers through streamlined referral pathways and easily accessible information
- Improve access through partnerships and pathways with communities, families and other social and health services particularly for those disproportionately impacted by poor health and social outcomes.

In addition, this position works with the clinical leadership team to explore and implement innovative and agile strategies to ensure Tweddle Programs operate at maximum capacity to achieve funding and service targets and high-quality early parenting services.

Key Performance Targets	
Program Activity	• Weekly attendance and contribution at the weekly statewide EPC Intake Meeting to leverage opportunities for referral • Triage high risk or vulnerable family referrals to be contacted within 24-48 hours for assessment call • Referral to assessment call within 7 days, referral to booking within 14 days • Present current waitlist data at daily huddle

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Quality and Safety	• Incident Reporting: by ISR and closure within target • Client Feedback: by ISR and closure within target • Audits and action plan development – in line with schedule
People and Culture	• Development of Performance Plans and reviews as per timelines • Staff credentialing and mandatory compliance rates vs target

Key Responsibilities

Strategic & Community Engagement

- Strengthen partnerships and referral pathways
- Support culturally responsive practice and Tweddle's RAP
- Engage CALD communities, VACCA and early years networks
- Incorporate lived experience and advisory group feedback
- Oversee complaint management for the Assessment and Intake Service

Care Coordination

- Manage care pathways from referral to discharge
- Triage and prioritise referrals, outreach to high-risk families
- Provide open pathways for referrals and reduce barriers to programs
- Lead interagency collaboration and maintain communication

Program and Team Support

- Leadership position with direct reports from Home Visiting & Assessment Intake team
- Development of Performance Plans and reviews for A&I Team and Home Visiting Team
- Staff credentialing and mandatory compliance rates vs target
- Chair team meetings across programs
- Support clinical decision-making and risk processes
- Manage rosters, leave planning and schedules inclusive of recruitment to baseline EFT
- Lead team huddles
- Waitlist management across state-wide EPCS, tracking conversion of referrals
- Triage high risk or vulnerable family referrals to be contacted within 24-48 hours for assessment call
- Family engagement with warm referrals completed and tracked
- Ensure advice only phone calls are documented and reported, identifying key themes

Clinical Leadership

- Provide expert clinical guidance and staff supervision
- Ensure evidence-based care tailored to family needs

Data, Reporting and Quality Improvement

- Oversee data collection and analysis
- Identify trends and support service improvements
- Incident Reporting: by ISR and closure within target
- Audits and action plan development – in line with schedule

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Stakeholder Engagement

- Build partnerships with ACCOs, ACCHOs, CALD, LGBTIQ+, disability and single-parent services
- Represent Tweddle in sector forums

Supervision and Development

- Provide supervision, reflective practice and mentoring
- Support staff development and foster positive team culture

Safety, Quality and Risk

- Promote safe, person-centred care
- Report risks and contribute to incident management (ISR/investigation/closure within established targets)
- Undertake audits and manage action plans in line with schedules
- Participate in accreditation and quality initiatives/projects

Professional Responsibilities

- Maintain professional development
- Participate in organisational meetings and initiatives
- Support Tweddle policies, frameworks and resource development

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