

Team	Parent Pathways
Location	Slacks Creek plus rostered outreach locations
Classification Level	3-4 depending on experience
Reports to	

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

This role works directly with Parent Pathways participants, assisting parents with young children prepare for future employment so that they are in a better position to enter the workforce by the time their children start school

Key accountabilities

Service delivery

- Engage with participants and assess their work readiness, including training and personal development needs.
- Develop participation plans for clients, monitor and report progress.
- Facilitate client engagement in planned activities.
- Assist clients to maintain their participation with the program and their obligations under the compliance framework.
- Develop information resources for clients and staff, and maintain currency of information sources.
- Refer to other services as required.
- Undertake administration associated with client records, participation fund claims and outcome payments.

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 (in relevant discipline) and/or experience are essential.
- Knowledge and experience specific to the role
- Demonstrated knowledge of, or the ability to quickly acquire competencies in employment preparation.
- Experience in direct service delivery in the employment or human services area.
- Experience using ESS Web or similar systems.
- An understanding of the labour market and training opportunities.
- Demonstrated effectiveness in implementing strategies to help people overcome barriers that prevent them from participating in the workforce, including non-vocational issues.
- Demonstrated experience in administering systems, data, plans, notes and reporting with high levels of accuracy.
- Undertakes holistic person-centred strengths-based assessments and interventions in close cooperation with other professionals.
- Good written communication skills to write correspondence and prepare short reports.
- Demonstrated organisational skills to plan and prioritise work efficiently and effectively and manage competing demands and priorities.
- Refer to the level 3–4 competencies in the Social, Community, Home Care and Disability Services Industry Award.

Other role requirements

- Current Queensland C Class driver licence.
- Current First Aid Certificate, or ability to obtain.
- Ensure all mandatory training required to fulfill the role is completed on time and kept up to date.
- 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.