

# Position Description

## Community Connector Practitioner

<b>Position</b>	Community Connector Practitioner
<b>Team</b>	Family Services, Families & Community
<b>Role Classification</b>	SCHADS Level 5
<b>MARAM Tier Level</b>	Tier 2 Please refer to <a href="#">MARAM Responsibilities Guide</a> for more information.
<b>Employment Type</b>	Full Time, fixed-term contract until 30 June 2027
<b>Hours</b>	38 hours per week
<b>Location</b>	Frankston, Hampton East, Sandringham (Bunurong Land) <i>From time to time the incumbent may be requested to work from, or be based at, other Family Life sites.</i>
<b>Reports To</b>	Team Leader - Family Services, Families & Community
<b>Effective Date</b>	June 2026

## Overview of Program

Family Life has been working with vulnerable children, families and communities since 1970. At the core of our organisation is our vision to build capable communities, strong families and thriving children. As an organisation we celebrate diversity and inclusion. We value, respect, and listen to people who are culturally and/or linguistically diverse, gender and sexually diverse and people with a disability.

The Families and Community Program provides a number of programs to the community, which includes Connecting Families, Strengthening Families and Restoring Families. These programs are aimed at providing an enhanced response to families with significant needs who have children under the age of 18 years old. The service is focused on strengthening the capacity of families to provide a safe, nurturing, and stable environment for their children.

The Restoring Families program provides relational, evidence informed and targeted support to children and families through a collaborative and coordinated partnership between Restoring Practitioners and Child Protection. The Restoring Families program offers an initial phase of rapid, intensive and flexible approach to support, followed by sustained support and transitions to other services based on need.

The aim of the Restoring Families is to strengthen families, promote children who are safe, healthy, resilient and thriving; while supporting parents/caregivers to create a safe and nurturing home environment. It does this through:

- Family preservation - creating safety at home to prevent placement of children outside of parental care.
- Family reunification - safely and rapidly building parenting skills to allow children to return home.

## Position Objective

The Community Connector Practitioner role forms part of Restoring Families in the Bayside Peninsula region. This position also plays a part in Family Life's Place Based Community Activation approach. Recognising that the communities we support have immense resources to build the capacity of families.

The Community Connector Practitioner role has a focus on strengthening the confidence and capacity of families to increase connection and belonging. This is achieved through direct support, group work, community programs and secondary consultation with Restoring Families providers. Engagement with the Community Connector program is voluntary.

The Community Connector Practitioner will work closely with the Families and Communities team and the Creating Capable Communities (CCC) team to enable community reconnection. Finally, the Community Connector will collaborate with the CCC and Strengthening Families teams to develop groups and offerings that create engagement for families to develop their connection and networks.

## Key Responsibilities

The key responsibilities include but are not limited to:

- Manage a full caseload of families working with Restoring Families funded agencies across the Bayside Peninsula area, using trauma and evidence informed approaches to practice.
- Utilise evidence-informed tools to formulate strengths and needs assessments, safety plans, and community connection plans, approaching support from a strengths-based, attachment focused lens.
- Utilise systems and community capacity building skills to promote empowerment, independence and sustainable change.
- Deliver practical, targeted support to families consistent with their community connection plan, goals and recommendations from the care team. Identifying emerging community needs and designing/facilitating group/ community-based programs that promote connection, resilience and wellbeing.
- Maintain strong working relationships with the Restoring Families Practitioners from funded agencies and the Family Group Convenor, ensuring collaborative and complimentary support to families.

- Work alongside the Creating Capable Communities (CCC) team in building, updating and maintaining professional and support networks. Ensuring avenues for warm referral and smooth connection to activities and support.
- Build capacity in community resources to support local families on the caseload to access connection
- Work flexible hours, which includes work outside of 9:00am-5:00pm and some occasional weekend work, determined by the needs of the family and service availability.
- Develop a comprehensive understanding of the Restoring module-based framework.
- Engage in regular management and reflective supervision with the Team Leader and reflective practice to support professional development.
- Taking an active role in the organisational priority of building on our “place based” approach to support, by activating community to increase accessibility and community involvement in supporting local families.
- Practitioners are required to deliver a fulltime equivalent case load of 1,314 hours (at a minimum) of service delivery to clients annually.
- Facilitate a minimum of one group per year, which may require work after-hours.

### Key Selection Criteria

1. Bachelor Level qualification in Social Work, Psychology, Social Sciences or equivalent.
2. Experience supporting vulnerable members of the community to meet their goals using trauma informed, strengths based and person-centred approaches.
3. Experience building strong relationships with key stakeholders, working as part of a multidisciplinary team to ensure wrap-around support to empower independence and connection to community level support.
4. Strong knowledge of the community resources and the ability to assess and link families based on support needs, service capability, accessibility and sustainability.
5. Ability to work effectively with families experiencing a range of complexities including mental health, alcohol and other drug misuse, family violence, adolescent violence, sexual abuse and trauma.
6. Strong understanding of the Child, Youth and Families Act 2005, Family Violence and Child Information Sharing Schemes and the MARAM framework.
7. Ability to promote safety and stability through ongoing application of risk assessment and safety planning.

8. Have a passion for networking and activating existing resources in the community for the benefit of local families. Including cross-service collaboration to develop and deliver on an identified need.
9. High level of verbal and written communication skills, including client record keeping, assessment and care team representation.
10. Highly developed time management skills, to manage and respond to a caseload of families from across a wide region.
11. Commitment to meeting the needs of at risk families and children guided by the organisation's whole-of-family approach and community-based model of service delivery.
12. Information technology skills, including proficiency in Microsoft Office suite, video conferencing platforms and client management systems.

## The Family Life Way

The six behaviours of **The Family Life Way** are at the heart of the work that we do; they inspire us to achieve the best results for our clients and the communities we serve. The Family Life Way exemplifies our commitment to supporting our people to produce quality services and outcomes.

### Create Safety



- Safety for Clients and Peers
- Respect, Empowerment & Well-being
- Be Supportive
- Be Kind

### Celebrate Difference



- Welcome Diversity
- Celebrate Difference Of Ideas
- All Community Members are Welcome at Family Life
- Share Knowledge and Experiences

### Be Bold



- Fail Forward
- Lead By Example
- Ask Why?
- Ask for Feedback and Self-Reflect

### Be Real



- Be the Best Version of Yourself
- Admit What You Don't Know
- Have the Hard Conversations, Respectfully
- Be Open and Honest

### Dream Big



- Have Stickability - Persistence
- Think differently, Innovatively
- Be Adaptable
- Plan and Prioritise

### Embrace Everyone



- Many Voices, One Purpose - To Transform Lives for Stronger Communities
- Collaboration
- Partnerships
- Be Inclusive and Encourage Participation

## Additional Information

- Family Life is a youth and child safe organisation that values, respects, and listens to children and young people.
- All offers of employment are subject to a satisfactory Working with Children Check and Police Records Check.
- Family Life operates across multiple sites, therefore it is essential that all employees hold a current Victorian Driver's License.
- Family Life offers generous salary packaging benefits.
- All offers of employment at Family Life are subject to a six-month probationary period.
- Family Life is committed to providing a safe, healthy and friendly working environment.
- Family Life prides itself on being flexible and family-friendly wherever possible for the mutual benefit of employees and the organisation.
- Family Life expects all employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.