



Ph: 07 3826 1500
 Email: yfs@yfs.org.au
Feedback line: 07 3826 1596
 PO Box 727 Woodridge Qld 4114
 www.yfs.org.au

Role description

Role Title	YFS Connect Worker
Team	YFS Connect
Location	Slacks Creek
Classification Level	3-4
Reports to	YFS Connect and Financial Hub Program Manager

Our vision and values



Excellence

we deliver high quality services and have high expectations



Integrity:

we act honestly and openly



Optimism:

we think and act with confidence about people and the future



Steadfastness:

we persist to overcome barriers and adversity with our clients



Courage:

we challenge ourselves and others to create change



Building independence and participation

YFS is a not-for-profit organisation that backs vulnerable people in the Logan and surrounding area to overcome adversity and to thrive.

Since 1983, we have been building people's capacity to live independently and participate in our local community through a range of initiatives and services. These include social enterprises that build employment prospects, programs that help homeless people get into long-term housing, and initiatives to reduce the prevalence of domestic and family violence.

Vision for reconciliation

YFS has a long history of working with and empowering First Nations peoples. As a mainstream community-based organisation, the Board and staff recognise our role in contributing to closing the gap and improving the lives of First Nations people in our community. 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.

Primary purpose

This role supports people in crisis to address their immediate needs. The role matches people's needs to resources and services, manages YFS program capacity by undertaking program intake and assessments for participating services, and informs YFS management of people's needs and program



capacity to meet those needs, the external resources available to meet those needs, and unmet need.

Key accountabilities

Service delivery

- Provide comprehensive information, referral and assessment services.
- Provide one-on-one budgeting support to clients.
- Assist families at risk of homelessness to save existing private rental tenancies, negotiate payment plans, and manage their finances and household expenses in order to prevent future accommodation crises.
- Deliver crisis response and ongoing services to clients experiencing homelessness and/or financial, mental health and other life stressors.
- Maintain a current awareness of issues affecting people requesting services.

External relationships

- Build and foster collaborative partnerships with other agencies and stakeholders to provide and maintain effective, accountable services for clients, and to 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 in all work practices. Contribute to the resolution of work-related matters by being honest, approachable and responsive.
- Demonstrates and guides other team members in applying a high level of motivation, self-awareness and resilience to fulfil the requirements of the job role.

Teamwork and collaboration

- Contribute to the development of a cohesive team environment 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.

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, including the below three modules from Certificate III in Community Services Work (CHC32015), and/or experience are essential:
 - CHCEDU005 - Work with clients to identify financial literacy education needs
 - CHCEDU006 - Improve clients' fundamental financial literacy skills
 - CHCEDU007 - Provide group education on consumer credit and debt.

Knowledge and experience specific to the role

- Demonstrated customer service skills in the human services field.
- Demonstrated skills in providing information, referral and assessment across a range of disciplines.
- Intermediate computer literacy skills.
- High-level interpersonal communication skills.
- Demonstrated understanding of trauma and disadvantage and their impacts on clients, relevant to the role.
- Effective written communication skills to write correspondence and prepare short reports.
- Demonstrated organisational skills to plan and prioritise work efficiently and effectively, and to manage competing demands and priorities.
- Refer to the level 4 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.

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.