

Team	Step By Step
Location	Yarrabilba
Classification Level	5-6
Reports to	Program Manager – Young Families

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 Jinndii Waijung House Coordinator is a dynamic role that requires an array of skills to provide support and guidance to a group of four young mothers and their children in transitional community units. The purpose of the role is to lead on creating a community environment between the units, by providing both one-to-one and group activities to supports the young families. This includes working closely with the Step by Step Young Families team.

The Step-by-Step Young Families integrated team works to improve:

- Young parents' capacity, confidence, and wellbeing
- Children's development and wellbeing

The House Coordinator role supports families for the period of 12 months using a holistic perspective to build their skills and capacity to transition and sustain housing and thrive post their time with Jinndii Waijung.

Key accountabilities

Service delivery

The House Coordinator is the primary onsite support for the group of four young mothers and their children who live within a shared complex of four units. The House Coordinator will:

- Support and equip the young mothers to; develop their skills and knowledge to pursue their goals and build respectful relationships with each other and their community. This includes a focus on tenancy sustainment skills for both maintaining and transitioning into long term housing options.
- Use a strengths-based case management framework, including motivational interviewing, family coaching and group work in accordance with the family's capacity and circumstances at the time.
- Bring the group of young mothers together to connect, explore and agree on ways to live in the shared space. This includes support to work through any conflict that arises between the young mothers, helping them through a rupture and repair process.
- Work closely with the Step-by-Step Young Families team including integrated workers to develop tailored holistic support plans for each of the young occupant families and provide a coordinated response, ensuring the right support is accessed when needed.
- Build each young parent's capacity to problem solve and implement solutions to challenges that arise for young families, providing advocacy when needed.
- Provide a culturally safe environment and engagement for first nations and culturally and linguistically diverse young families.
- Provide a safe space for young parents to explore and develop safe and healthy relationship skills that will support relationships across all aspects of their lives. Working with families holistically, to support meaning change intergenerationally.
- Support young parents to develop their identity as individuals and as parents, building their capacity and skills to support their children's development.
- Support young families to build their own positive support network, engage in the community around them and develop positive help seeking behaviours.
- Deliver quality, accessible, and flexible services to participating families in accordance with YFS's strategic direction and values.
- Follow the directions of line management to ensure industry and quality standards are met.
- Work with the Program Manager and stakeholders including the team's critical friends to maintain and evolve the model integrity and to facilitate evaluation of the project.

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.
- Work closely with Churches or Christ and Lady Musgrave Trust in a joint response to support the young families, including regular stakeholder meetings.
- Building connections with the providers in the local community to support the integration of the families into the local community.

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.
- Ability to work autonomously, to demonstrate a high level of problem solving, and comfort in decision making. Able to effectively and timely escalate matters when required.
- Supervise, mentor and develop a Peer Mentor who will work directly alongside and report to the House Coordinator.

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.
- Participate effectively in program evaluation activities.

Problem solving and decision making

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

Administration

- Develop and update program documents in line with emerging program understanding.
- 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

- Demonstrated knowledge, skills, and experience in working with young parents (under 25) and/or young people.
- Demonstrated knowledge of both adolescent and childhood development and how to address family and household concerns.

- Demonstrated knowledge and understanding of the factors contributing to young people 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, education providers, community practitioners and specialist clinicians) including people from diverse cultural and socio-economic backgrounds.
 - Demonstrated experience in relation to supporting families experiencing family violence and child protection issues.
 - Demonstrated experience utilising an appropriate framework for assessment and intervention with families and children.
 - Demonstrated experience in person centred, trauma informed service delivery.
 - 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 5/6 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 (e.g. to assist with before and after school routine and engagement with weekend events)
 - 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.