

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	<b>Community and Family Connector</b>
<b>DEPARTMENT:</b>	<b>Village Connect</b> , Community Programs
<b>OPERATIONAL BASE:</b>	Campbelltown/Carramar (travel across SWS required)
<b>CLASSIFICATION:</b>	Experienced Health Education Officer, Graduate / non graduate
<b>STATUS:</b>	24hrs per week, end: June 30, 2026 (with potential for extension)
<b>VACCINATION CATEGORY:</b>	A
<b>RESPONSIBLE TO:</b>	Village Connect Program Lead Systems Navigator

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### ABOUT VILLAGE CONNECT

Village Connect is a pilot project funded by DCJ, under the Investment Approach for Social Impact Strategy. Karitane, and partners, Uniting and Sonder, have been providing holistic, wrap around supports to people pregnant or parenting, living in Southwest Sydney since commencement in 2023. Our priority is to meet parents where they are on their parenting journey in a judgement free and flexible manner. Trust building for sustained engagement is a priority for our team.

The model is delivered through a multidisciplinary, cross-agency partnership and aims to enhance collaboration across the entire service system. The Community and Family Connector will be responsible for mapping the current SWS service sector to identify and create opportunities to embed Village Connect Supports and partners for greater outcomes for families. This will include outreach work, running meetings, consultations, workshops and training with internal and external stakeholders including parents and children.

In addition, this position will work with the multidisciplinary Village Connect team and families directly to support internal (broader Karitane) and external referral pathways, involved from intake through to exit in some cases.

### ABOUT YOU

You are a confident and articulate communicator who is passionate about working in innovative ways to ensure all parents can access services. You have experience in the child and family sector, working with families and as a professional have worked collaboratively and in partnership with external agencies.

### ESSENTIAL CRITERIA

1. Qualifications in health, education, social work, or related fields
2. Demonstrated experience working within the child and family sector, understanding the diverse needs of families across Southwest Sydney.
3. Demonstrated knowledge of child and family services, health, early education, education, and social services sector supporting families in SWS in the service delivery context.

4. Demonstrated strong analytical and problem-solving skills.
5. Demonstrated high level verbal and written communication skills. Strong interpersonal skills with exceptional stakeholder engagement skills.
6. Experience working with culturally and linguistically diverse communities, organisations and families including First Nation's Families.
7. Proven ability to work both in partnership within a multidisciplinary team and autonomously to achieve outcomes.
8. Demonstrated ability to use a variety of IT platforms including Microsoft Office suite, client management systems and a willingness to learn new and different systems

**DESIRABLE CRITERIA:**

9. Knowledge of or experience working within the First 2000 days framework
10. Previous operational experience in child and family support including case management, therapeutic supports, experience in school or community hubs, and delivery of evidence-based programs

**RESPONSIBILITIES**

Karitane programs provide safe, effective, evidence-based quality care consistent with the Karitane vision and values and adhere to the Professional and NSW Health code of conduct.

**KEY RESPONSIBILITIES**

- Work with Program Lead Systems Navigator to conduct service mapping of SWS to identify opportunities to work in partnership within existing integrated school, health and community hubs, and in collaboration with agencies providing complimentary supports to families.
- Partner with the local service sector to identify opportunities to address local area service gaps and resolve issues relating to service delivery.
- Work with Program Lead Systems Navigator to establish and maintain service interface agreements, local arrangements and operating protocols with key service providers across the local area and broader service network.
- Work with the Village Connect multidisciplinary team and directly with parents to assist with navigation of internal Karitane supports and external referrals as required.
- Partner with local service providers to run information sessions, consultations, workshops and training for families.
- Promote and engage in consumer consultation with parents and community ensuring service system challenges are understood.

- Promote Village Connect and its services broadly across the universal service system to build confidence and capacity to support young parents and their families. Including driving, planning and attending community engagement activities.
- Working effectively with diverse communities and services and networks to support service connections and coordination.
- Keep accurate and complete records, information secure and privacy policies and requirements.
- Take reasonable care work health and safety in accordance with legislative requirements and policies and procedures.

*To deliver an effective, best practice early intervention service system, the following practice principles should be embedded into the delivery of services. Early intervention services should be:*

- **Culturally safe and culturally led**, we respect, embrace and celebrate the culture and identity of the people we support, recognising that this empowers people to feel safe to be themselves and thrive in ways important to them.
- **Person Centred** with the child, young person and/or family at the centre and leading decision making.
- **Strengths Based** using a strengths-based approach to service design and implementation that support people to build their capacity for change.
- **Evidence-Informed across the life course**, using natural development phases and transition points as ‘triggers’ for service delivery (for example becoming pregnant, first 2,000 days of a child’s life, mothers returning to work, entry into early learning, starting school, transition to high school)
- **Holistic and collaborative** working in partnership with other relevant services and/or organisations to achieve better outcomes with children, young people and families.
- **Capability building** to build social capital within communities.
- **Trauma Informed** to recognise the impact of trauma on those accessing services and develop and implement trauma informed policies and practices.
- **Flexible and Responsive** in working with families, recognising that families’ needs are not static, and that families may be transitioning in and out of hardship and disadvantage over time.

## CONDITIONS OF EMPLOYMENT

Temporary part-time employment in accordance with [Final Professional and Associated Staff \(AHO\) Agreement 2022.pdf \(karitane.com.au\)](#)

Karitane services are provided at a number of sites across NSW.

The majority of Karitane services close for approximately two weeks over the Christmas/New Year period,

during which time employees are required to take leave.

Karitane supports a smoke free environment including grounds, buildings and vehicles.

Applicants will have a commitment to EEO & WHS, ethical practice and the principles of cultural diversity.

Relevant Police Check, Working with Children Check, Apprehended Violence Orders and prior employment checks, including relevant disciplinary proceedings, will be conducted on recommended applicants.

## **Summary Role and Function**

Karitane staff provide safe, effective, quality care consistent with the organisation's mission, philosophy and standards of care, and adhere to the Professional Code of Conduct.

## **Statement of Duties**

Listed are the primary Duties of this role and the Performance Standards required to undertake the duties.

### **1. Clinical**

#### ***Duties:***

To provide care in keeping with recognised standards where the primary objective is to assist the family in the management of their children in order to promote optimal health and wellbeing. Care is provided within the framework of Karitane Policies and Procedures, Family & Community Services Funding Agreements and the Families NSW Initiative

#### ***Performance Standard***

This is demonstrated by your ability to:

- Assist with the development of the program.
- Community development and liaising with others involved for the prevention of child abuse and neglect using an early intervention framework
- Assist with the coordination/facilitation of activities for families, such as supported playgroups, picnics, social events and education sessions
- Maintain close contact with referring agencies and services
- Promote the aims of the program within the community
- Actively liaise with individuals and agencies working in the same area
- Ongoing monitoring of family interactions including the provision of guidance, advice, support and referral
- Participate in professional consultation and interagency meetings as required

### **2. Organisational**

#### ***Duties:***

To participate in the smooth operation of Karitane in accordance with the mission statement and business plan.

#### ***Performance Standard:***

This is demonstrated by your ability to:

- Attend and actively participate in meetings and attend organisational staff meetings as required.
- Participate in program planning and working parties.
- Consult as appropriate with the multidisciplinary team

- Maintenance of personal records.
- Maintenance of activity records, database management, statistics, reporting and information systems
- Undertake new or additional tasks as directed by management in response to the work setting.
- Be aware of budgetary constraints in the delivery of care
- Promote harmonious relationships with the organisation
- Deal with conflict effectively
- Act in accordance with the policies and procedures of Karitane.
- Submit regular reports, or as requested, to Program Lead and Systems Navigator
- Participate in preparation of monthly reports to Program Lead and Systems Navigator
- Participate in on-going evaluation of the program.
- Participate in supervision as required.

### **3. Professional Practice and Development**

#### ***Duties***

- To practice in accordance with the recognised standards, the Codes of Ethics Professional Conduct, and legislation.
- To pursue professional development opportunities that support best practice in the field.

#### ***Performance Standard***

This is demonstrated by your ability to:

- Continually update your knowledge through self-initiated learning and participation in education programs
- Contribute to research and development of child and family health.
- Participate in decision making about health care planning, practice and evaluation.
- Participate in professional activities, particularly those concerning child and family health
- Develop and demonstrate an awareness of multicultural values, beliefs and practices to facilitate communication with clients and families.
- Contribute to the professional development of colleagues
- Participate in the Performance Management Process
- Maintain professional registration as required; take responsibility for advising administration of the same.
- Take responsibility for participating in annual mandatory education activities.

### **QUALITY IMPROVEMENT**

#### ***Duties***

To participate in outcome-based quality improvement activities that optimise levels of care and improve customer satisfaction.

#### ***Performance Standard:***

This is demonstrated by your ability to:

- Evaluate practice and identify areas that could be improved
- Engage with young Mums accessing the program to provide feedback on how the program and systems can be improved

- Participate in Quality Management activities and Accreditation program

## **ABOUT US**

Established in 1923, Karitane is a dynamic and innovative not for profit health organisation and registered charity providing early parenting services. We support families with children from birth to 5 years of age through building parenting capacity, enhancing parent child relationships and strengthening a family's connections with supports in their community. Our services are evidence based and delivered by a caring and highly trained professional team of child and family health nurses, paediatricians, social workers, psychologists and psychiatrists offering complete, holistic care.

## **OUR CARE**

Karitane staff provide safe, effective, family-centred quality care consistent with the organisation's mission, philosophy, values and standards of care, and adhere to the Professional Code of Conduct.

## **OUR VISION**

Our impact will enable children to have the best start in life.

## **OUR PURPOSE**

We are trusted early parenting experts empowering families and children to be healthy, confident and resilient.

## **OUR VALUES**

- **Respect - Our Relationships**

Our relationships are characterised by respect, support and a recognition of the value of every individual. Each family & child, colleague and care partner is important to us. We value our diverse backgrounds and professional approaches that contribute equally to Karitane's success in providing care.

- **Innovation –Our Future Focus**

We commit to creative and innovative approaches to our work informed by ongoing research, increasing knowledge, evidence-based practice, and contemporary approaches to care. We seek new opportunities for delivering services that are sustainable and transforming for the families we serve.

- **Collaboration - Our Partnership Approach**

We seek to collaborate with our families, our colleagues, and care partners to achieve our purpose. We build our partnerships through effective teamwork, shared decision making, our caring and supportive approach, and appropriate and timely communication.

- **Excellence - Our Standard**

We strive for excellence in our work supported by effective leadership, professional, transparent and accountable practices, cultural awareness, and a commitment to continuous learning.

## **Child Safe Standards**

Karitane is committed to providing a safe, inclusive, and empowering environment for all children and young people. We are dedicated to upholding the Child Safe Standards; all staff share responsibility for maintaining a child safe culture. See our Child Safe Statement [here](#)

## **SUPPORTING OUR PEOPLE**

Karitane is a family-friendly, flexible workplace with a strong culture of success that reflects our values of innovation, excellence, respect and collaboration. We are a passionate, dynamic and highly engaged team making a difference to families' lives. We support each other and provide excellent professional development opportunities. We offer a comprehensive well-being support package, Employee Assistant Program, Perkbox Reward & recognition program and discounted gym membership. If you come from NSW Ministry of Health or other affiliated health organizations, you can transfer your leave entitlements to Karitane.

## **UNIVERSAL STATEMENT OF OBLIGATIONS**

### **EDUCATION AND PROFESSIONAL DEVELOPMENT**

- Pursue appropriate continuing education and professional development.
- Attend mandatory training in Fire, Manual Handling and other training as required.
- Recognise and respond to the need for accurate health promotional information for clients, visitors and other members of staff.

### **CLINICAL AND/OR CORPORATE GOVERNANCE**

- Identify the needs of clients and where possible adapt services to meet those needs.
- Understand the accreditation processes within Karitane and participate in the implementation of improvement strategies.

### **CODE OF CONDUCT**

- Adhere to the NSW Ministry of Health and SWSLHD professional Code of Conduct and Ethics.
- Demonstrate accountability and ethical behaviour in the performance of all duties.
- Respect the physical, emotional, social and spiritual needs of the client and their carers, including their right to be involved in decision-making affecting their health care.
- Report any suspected cases of child neglect or abuse to immediate manager.
- Be aware of medico/legal responsibilities.
- Maintain confidentiality and privacy at all times.
- Report suspected or actual; fraud associated with the workplace.

### **WORK HEALTH & SAFETY, SECURITY AND FIRE SAFETY**

- Maintain a current driver's licence and provide a photocopy of same at annual performance appraisals.
- Adhere to Karitane's Work Health and Safety policy and procedures.
- Commitment to and understanding of NSW Health Smoke Free- free Health Care Policy.
- Assist with the security of the building through the correct handling of keys.

- Report any damage or repairs required to buildings, furniture and equipment to the appropriate supervisor so that repairs can be arranged.
- Adhere to Karitane's procedures for 'Risk Management' of identified risks.
- Ensure all office equipment and lighting is turned off and work area is secure before leaving each day.
- Attend education sessions regarding WHS, security & fire safety.
- Follow the protocols for Incident Management & Reporting.
- Participate in security risk identification/assessment & report any suspicious occurrences/potential for aggressive episodes.
- Assist management in the creation and maintenance of a 'zero tolerance zone' where staff and clients can enjoy an environment in which violence and verbal abuse is not tolerated.

### **EQUAL EMPLOYMENT OPPORTUNITY, CULTURAL DIVERSITY AND ANTIDISCRIMINATION**

- Be aware of and act within the bounds of the EEO Policy of SWSLHD.
- Be aware of and act within the bounds of the Anti-Discrimination policy of SWSLHD.
- Respond positively to the cultural beliefs and practices of clients, visitors and other staff members.
- Be actively involved in the optimizing service provision to people of Non-English Speaking Backgrounds and Aboriginal and Torres Strait Islander backgrounds.
- Harassment will not be tolerated in any form, i.e. behaviour, verbal or physical, which is unwelcome, persistent and/or offensive.

### **PERFORMANCE MANAGEMENT**

Performance appraisal will be carried out at three months and then annually with your manager.

### **EXIT INTERVIEWS**

Participate in an Exit interview on termination.

### **Employees Declaration**

I have read this position description; I understand the position requirements and position demands checklist (attached) and agree that I can fulfil these requirements to the standards outlined.

I am not aware of any reason, which might interfere with my ability to perform the inherent position requirements and position demands of this position.

I am aware that my ongoing employment will be subject to my continued compliance with the relevant NSW Health policy directive/s concerning Immunisation Compliance, Occupational Assessment, and Screening & Vaccination against Specified Infectious Diseases. I am aware that I must ensure that myself and those staff reporting to me are made aware of, and comply with the requirements of, this/these policy directive/s I am aware that any false or misleading statements may threaten my appointment or continued employment with Karitane.

I agree to comply with the policies of NSW Health & Karitane

I also agree to strictly observe the policy on confidentiality of staff and patient information or such other sensitive or confidential information that I may come across in the course of my employment.

I am aware that during the course of my employment, regular criminal record checks and Working with Children's Checks will be conducted with my knowledge to ensure my ongoing suitability for employment.

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**Employee's Name**

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**Signature**

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**Date**

I have explained the duties and responsibilities of this position to the employee.

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**Chief Executive Officer**

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**Signature**

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**Date**

<b>POSITION DEMANDS CHECKLIST</b>	
<b>PHYSICAL DEMANDS</b>	<b>FREQUENCY</b>
<b>Sitting</b> - remaining in a seated position to perform tasks	<b>Frequent</b>
<b>Standing</b> - remaining standing without moving about to perform tasks	<b>Frequent</b>
<b>Walking</b> - Floor type: even / uneven / slippery, indoors / outdoors, slopes	<b>Frequent</b>
<b>Running</b> - Floor type: even / uneven / slippery, indoors / outdoors, slopes	<b>Infrequent</b>
<b>Bend/Lean Forward from Waist</b> - Forward bending from the waist to perform tasks	<b>Occasional</b>
<b>Trunk Twisting</b> - Turning from the waist while sitting or standing to perform tasks	<b>Occasional</b>
<b>Kneeling</b> - remaining in a kneeling posture to perform tasks	<b>Occasional</b>
<b>Squatting / Crouching</b> - Adopting a squatting or crouching posture to perform tasks	<b>Infrequent</b>
<b>Leg / Foot Movement</b> - Use of leg and / or foot to operate machinery	<b>Not Applicable</b>
<b>Climbing (stairs/ladders)</b> - Ascend / descend stairs, ladders, steps	<b>Infrequent</b>
<b>Lifting / Carrying</b> - Light lifting & carrying: 0 - 9 kg	<b>Infrequent</b>
<b>Lifting / Carrying</b> - Moderate lifting & carrying: 10 - 15 kg	<b>Infrequent</b>
<b>Lifting / Carrying</b> - Heavy lifting & carrying: 16kg & above	<b>Not Applicable</b>
<b>Reaching</b> - Arms fully extended forward or raised above shoulder	<b>Occasional</b>
<b>Pushing / Pulling / Restraining</b> - Using force to hold / restrain or move objects toward or away from the body	<b>Infrequent</b>
<b>Head / Neck Postures</b> - Holding head in a position other than neutral (facing forward)	<b>Occasional</b>
<b>Hand &amp; Arm Movements</b> - Repetitive movements of hands and arms	<b>Frequent</b>
<b>Grasping / Fine Manipulation</b> - Gripping, holding, clasping with fingers or hands	<b>Frequent</b>
<b>Work At Heights</b> - Using ladders, footstools, scaffolding, or other objects to perform work	<b>Not Applicable</b>

<b>Driving</b> - Operating any motor-powered vehicle	<b>Infrequent</b>
<b>PHYSICAL DEMANDS</b>	<b>FREQUENCY</b>
<b>Sight</b> - Use of sight is an integral part of work performance e.g. computer screens	<b>Constant</b>
<b>Hearing</b> - Use of hearing is an integral part of work performance e.g. Telephone enquiries	<b>Frequent</b>
<b>Smell</b> - Use of smell is an integral part of work performance e.g. Working with chemicals Not	<b>Infrequent</b>
<b>Taste</b> - Use of taste is an integral part of work performance e.g. Food preparation Not	<b>Not Applicable</b>
<b>Touch</b> - Use of touch is an integral part of work performance	<b>Infrequent</b>
<b>PHYSICAL DEMANDS</b>	<b>FREQUENCY</b>
<b>Distressed People</b> - e.g. Emergency or grief situations	<b>Infrequent</b>
<b>Aggressive &amp; Uncooperative People</b> - e.g. drug / alcohol, dementia, mental illness	<b>Infrequent</b>
<b>Unpredictable People</b> - e.g. Dementia, mental illness, head injuries	<b>Infrequent</b>
<b>Restraining</b> - involvement in physical containment of patients / clients	<b>Not Applicable</b>
<b>Exposure to Distressing Situations</b> - e.g. Child abuse, viewing dead / mutilated bodies	<b>Infrequent</b>
<b>PHYSICAL DEMANDS</b>	<b>FREQUENCY</b>
<b>Dust</b> - Exposure to atmospheric dust	<b>Not Applicable</b>
<b>Gases</b> - Working with explosive or flammable gases requiring precautionary measures	<b>Not Applicable</b>
<b>Fumes</b> - Exposure to noxious or toxic fumes	<b>Not Applicable</b>
<b>Liquids</b> - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	<b>Not Applicable</b>
<b>Hazardous substances</b> - e.g. Dry chemicals, glues	<b>Not Applicable</b>
<b>Noise</b> - Environmental / background noise necessitates people raise their voice to be heard	<b>Infrequent</b>
<b>Inadequate Lighting</b> - Risk of trips, falls or eyestrain	<b>Not Applicable</b>

<b>Sunlight</b> - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	<b>Infrequent</b>
<b>Extreme Temperatures</b> - Environmental temperatures are less than 15C or more than 35C	<b>Infrequent</b>
<b>Confined Spaces</b> - areas where only one egress (escape route) exists	<b>Not Applicable</b>
<b>Slippery or Uneven Surfaces</b> - Greasy or wet floor surfaces, ramps, uneven ground	<b>Infrequent</b>
<b>Inadequate Housekeeping</b> - Obstructions to walkways and work areas cause trips and falls	<b>Not Applicable</b>
<b>Working At Heights</b> - Ladders / stepladders / scaffolding are required to perform tasks	<b>Not Applicable</b>
<b>Biological Hazards</b> - e.g. exposure to body fluids, bacteria, infectious diseases	<b>Not Applicable</b>

**STATEMENT OF PHYSICAL STATUS**

I have read the inherent job requirements for the position. I understand the listed physical, sensory, psychosocial and environmental requirements and the hazards of the position and mark the declaration below:

- I am not aware of any health condition/s (physical or mental) that might prevent me from performing the inherent requirements of this position.
- I have a health condition that may require the employer to provide me with services or aids (adjustments) so that I can adequately perform the inherent job requirements. Any adjustments I may need have been discussed with positions manager, prior to completing the health declaration.

I am aware that any false or misleading statements may threaten my appointment or continued employed with Karitane.

Employee Name:

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Please print

Employee Signature:

\_\_\_\_\_ Date:     /     /

Manager's Name:

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Please print

Manager's Signature:

\_\_\_\_\_ Date:     /     /