



Community Living Association

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Dear Applicant,

Thank you for your interest in the position of Reconnect Youth & Family Worker – in the Community Connections team. Please find attached an application kit containing the following documentation:

- Position Description (Reconnect Worker)
- Community Connections Mission Statement & Six Core Values
- Reconnect Good Practice Principles
- Trauma, Vicarious Trauma, Burnout and Self Care Policy and Procedure

The Applicant

Community Connections is seeking a highly skilled Reconnect Youth & Family Worker to provide early intervention support to young people and their families where the young person is at risk of homelessness. We encourage First Nations people to apply, as well as invite applications from practitioners with a Bachelor of Social Work or Human Services.

The Position

This is an exciting opportunity to work within the longstanding national Reconnect Program to respond to young people at risk of or experiencing early homelessness. The role responds to the young person and to a diverse range of stakeholders, including a young person's significant others to help facilitate creative solutions and changes.

This position is part time – 3 days a week (22.8 hours/week) until 30 June, 2027, with possibility of extension dependent on the continuation of Reconnect program funding. Remuneration is at a SCHADS Level 4 (Social and Community Services Pay Scales). There is the opportunity to increase your income through inclusion in our salary sacrificing program. The SCHADS award can be accessed here:

[Social, Community, Home Care and Disability Services Industry Award 2010 \[MA000100\] - Fair Work Ombudsman](#)

About Community Connections

Community Connections works alongside young people (aged 12-18 years) and families where there are issues that could lead to early home leaving and/or early disengaging from school. Using an early intervention and community development framework, our work encompasses individual support, group and project work as well as creating links with the school and wider community.

Benefits of working at Community Connections:

- Diverse practice and skill development opportunities.
- Receive day-to-day practice support and regular formal supervision by a qualified and experienced practitioner (weekly – fortnightly during probation and monthly after probation).
- Attend weekly team meetings for case reflections, project and team development.
- Access to ongoing professional development opportunities.

The Application Process

Send completed applications to reception@communityliving.org.au (Attn: Beck Taylor, Team Leader, Community Connections) by 9am, Wednesday 23rd September 2026.

Applications without responses to the points below will not be considered.

To apply for the position of Youth and Family Worker (Reconnect Program), please submit the following documents:

1. Curriculum Vitae (Including two referees who can comment on your work)
2. Cover letter (maximum of four (4) pages) that describes how your skills, interests, and knowledge meet the requirements of the role and examples from your experience. Please also consider in your response the following questions:
 - i. What draws you to this role working with young people and their significant others, where young people are at risk of homelessness?
 - ii. As a practitioner, how are you committed to ethical practice, reflection on practice and ongoing professional growth?
 - iii. How do you operate as a member of a team, including any teams and stakeholder groups you are current in?
 - iv. Please confirm you have a driver's license, access to a personal vehicle for work purposes, and a current Blue Card

Community Connections

ROLE DESCRIPTION

YOUTH AND FAMILY WORKER (RECONNECT PROGRAM)

Community Connections aims to assist young people in seeking safe outcomes and gaining increased connectedness to their community and to enhance and develop the response of the network of agencies in North Brisbane - via joint service delivery and collaborative projects, identifying gaps and working with government and community to develop solutions. The service acknowledges the diverse communities within the North East Brisbane area, and aims to be inclusive of Indigenous, Culturally and Linguistically diverse and lesbian, gay, bisexual and transgender communities and individuals.

Community Connections targets young people aged 12 –18 years and their families, where the young person:

- is at imminent risk of leaving the family home prematurely, marked by severe conflict and relationship breakdown;
- has spent periods of time moving in and out of the family home; or
- has left their family home prematurely and been referred to the program within the first 12 weeks.

Purpose of the Position:

To assist young people who are at risk of homelessness or who have recently left home to remain connected (or to reconcile) with their families and their community (including school), through direct service delivery (e.g. individual support, family support/mediation, group work), sector and community development.

Tasks Include:

- To provide direct support to young people who are homeless or at risk of homelessness (family mediation, counselling, group work and support work, skills development, advocacy and referral.)
- To provide direct support to parents /families /caregivers and or services (government and non-government) who are in contact with or support young people who are homeless.
- To provide information to parents/families/caregivers and / or services (government and non-government) regarding the needs and issues of young people who are homeless.

- Networking and collaboration with young people /parents/ families/ caregivers of young people.
- To work collaboratively with services and community to provide support for young people and families.
- To participate as a member of the Community Connections Team in data collection, service documentation, evaluation and service development.
- Support the Team leader in the task of liaising with relevant government departments regarding policy and program issues /implications relating to the needs and issues of young people who are homeless.

Responsibilities

The position is part of a team of Youth and Family Workers funded through Reconnect. These workers, as a team, are known as Community Connections. Responsibility is to the Team Leader, who is in turn responsible to the Coordinator of the Community Living Association Inc.

The successful applicant's appointment will be subject to the 'working with children check'.

Social Work, Human Services or related degrees preferred.

Community Connections Mission Statement

1. We engage with young people at to minimise the risks currently experienced in their lives and increase opportunities to:

- Enhance and maintain relationships with their families, friends and others in the community that are meaningful and matter to them
- Improve access to information and resources regarding housing, income and education
- Promote safety, and emotional and physical well being

2. We work with school communities by providing:

- Information on issues affecting or impacting on young people
- Resources for groups and projects around identified themes
- Support for young people at risk

3. We work with families by providing:

- Information and referrals to help them stay connected with their young people
- General support and mediation services to enhance and maintain relationships and facilitate connections in families whether the young people are living at home or out of the home.
- Support for young people at risk

4. We work with the broader community (inc. young people, families, and other community members) to facilitate:

- A response to system and structural issues that impact on young people; whether it is in families, neighbourhoods, schools, employment, recreational or housing etc.

Community Connections Six Core Values

1. RESPECT

- We believe in the inherent good in everyone and that everyone has something to offer.
- We recognise the dignity and value of each and everyone we work with.
- We are committed to modelling mutual respect by challenging situations where dignity and/or value is compromised.

2. COLLABORATION (PARTICIPATION)

- We are committed to working with others (e.g. young people, families, school communities, broader community etc.) on shared goals and actions, around common issues and themes, and to draw on the diverse knowledge, skills and strengths of the participants to achieve those shared goals.
- We believe that young people should have the opportunity to be included, have their voices heard in a non-threatening environment, in recognition that it can be difficult for young people to participate in action and change processes at an individual, group and structural level.

3. EMPOWERMENT (CAPACITY BUILDING)

- We believe that young people and their families are experts in their own lives, in that they have their own knowledge, experience and resources to offer.
- Young people have the right to make decisions that impact on their lives.
- Young people have the right to have access to support, resources, information and connections to others, which enhance their capacity and skills.

4. RELATIONSHIPS

- We believe in the inherent benefits of young people being connected to others, in that young people (as people) don't exist in isolation, and with the acknowledgement that relationships can be positive and/or exploitative.
- We are committed to facilitating positive relationships and connections in our work with young people and others.

5. REFLECTION

- We are committed to a practice which is congruent with Community Connections' Core Values.
- We are committed to utilising a number of mechanisms that enable the service to change and evolve in response to learnings and reflections to increase our effectiveness in our work with young people and others.

6. EQUITY

- We are committed to challenging and addressing structural disadvantage alongside young people and families where there is inequity and barriers to accessibility.

Reconnect Good Practice Principles

Accessibility of Services

Maximising accessibility to parents, other family members and young people is an important element of good practice. Key features of accessibility include effective promotion, immediacy of response and outreach.

Promotion

- promotional materials need to use simple language, either plain English or in relevant community languages;
- there is no universal form of promotion - services may need to be promoted differently to each target group;
- the use of language is important, as people do not like to be perceived as 'problem subjects' - there is a need to universalise the issues being faced; and
- promotional materials should be distributed widely in the community, rather than just relying on perceived 'first to know agencies'.

Immediacy of Response

When a parent or young person makes contact, a quick response is extremely important. The capacity of a Reconnect worker (rather than the intake officer of a service) to respond within 24 hours appears to decrease the possibility of young people leaving or being expelled from the family home.

Outreach

Outreach can reduce the stigma people may feel about accessing a 'welfare' service. Outreach can be provided at venues where young people (and in some cases, their parents) feel comfortable, such as at homes, schools, parks, cafes and community or youth centres.

Client Driven Service Delivery

Flexible services that can adapt to the needs of both young people and families are important and can be achieved by:

- providing young people with formal needs assessment and goal setting early, where they identify issues and are assisted with strategies to address them;
- recognising the different stages families and young people may go through after seeking assistance, e.g. families may want more active, practical assistance in the short-term before being moved to explore underlying issues;
- using different models of intervention. Within the Reconnect pilot projects, it was found families and young people reacted well to solution-focused approaches that provided skills to deal with situations at the time and in the future; and
- linking participants with a range of supports and ensuring they are referred to appropriate services. Brokerage funds, incorporated in the budget, may enable a service to respond creatively by purchasing specific services.

Holistic Approaches to Service Delivery

Services need to work from an understanding that problems are not isolated from other aspects of a participant's life. This means:

- viewing a person's situation in the context of employment, education, family and community participation;
- working with families rather than just individuals;
- improving housing outcomes; and
- experienced case managers with a "tool box" of interventions such as counselling, group work, mediation, family meetings and practical assistance.

Working Collaboratively

This involves working with a range of core services in the early intervention network including:

- schools, community agencies, (such as family support agencies and generalist and specialist youth services), income support agencies, and state/territory community service departments; and
- specialist services such as cultural-specific and Aboriginal and Torres Strait Islander organisations, drug, alcohol and health services including community and mental health.

Service providers are required to devote a proportion of their time to networking and developing effective working relationships with other agencies. Working together can extend to case coordination and the integrated case management of individuals and families where multiple providers are involved. Four key features of good practice in engaging other agencies in collaborative early intervention work have been identified:

- a clearly defined task or issue that needs to be addressed;
- mutual benefit to be gained;
- organisational commitment to working together; and
- good relationships with individuals in other agencies.

Culturally and Contextually Appropriate Service Delivery

Flexibility in responding to the different needs of different communities is good practice. Promoting a service, assessing needs and issues and providing support, require a sensitive approach to cultural and contextual differences.

Contextual considerations may include:

- geographical location (urban, rural or regional);
- distances to be travelled; and
- key issues affecting families in the community being served.

Cultural considerations may include:

- the effects of migration on families;

- the different values within diverse cultural groups and in particular, the difference in the culture of the country of origin and the new culture (conflict between parent and young person);
- differences in Aboriginal and Torres Strait Islander groups and between generations; and
- language issues (potentially requiring bilingual staff, translation and interpreters).

Review and Evaluation

Ongoing review and evaluation is important in ensuring that early intervention services are effective and responsive to the needs of participants. Evaluation methods such as Participatory Action Research assist service providers to provide flexible services. Building in regular feedback from participants and other agencies should enable adjustments to service delivery and have additional positive benefits, such as improvement of young people's situations.

Sustainability

Building sustainability is an important principle of good practice because it recognises the importance of ensuring continuity of support for individuals and families, e.g. by identifying gaps and barriers in services over the medium to long term. It also means working in a way that empowers individuals and communities by developing their knowledge and skills so they can sustain their own change processes.

In addition to these principles, there are several important partners with which a specialist early intervention service needs to work; these include:

- schools;
- state/territory agencies responsible for the care and protection of young people;
- income support agencies; and
- other government and non-government community agencies.

Community Living Association

POLICY AND PROCEDURES

Trauma, Vicarious Trauma, Burnout and Self-Care

PREAMBLE

Work in community services and at CLA can be stressful and tiring as well as fulfilling and rewarding. The work at CLA can also involve working with people who have experienced trauma and may be experiencing trauma on a continuing basis. Work at CLA can also at times include involvement in situations where workers (paid staff) and volunteers may feel personally threatened. This happens rarely but can happen.

CLA identifies these potentials not as a way of deterring people from working in the organisation but as a reality which people should be prepared for.

We encourage prospective workers, including students at CLA to reflect on their personal history of trauma and whether it is something they consider in their self-care plans. Prospective workers are encouraged to reflect on how they will plan for an appropriate work/life balance, monitor their sleep and self-care plans; if you are successful in being offered a position at CLA we will support you to reflect on these matters.

POLICY

CLA recognises the potential for burnout, vicarious trauma and trauma impacts of this work and will work with its workers to maintain appropriate self-care.

PROCEDURE

- CLA will take proactive measures to reduce the impacts of trauma, vicarious trauma and burnout by providing regular supervision, team building opportunities, team meetings and professional development.
- Applicants for work at CLA will receive a copy of this policy and procedure as part of the Application Pack – included in Recruitment Checklist.
- Interview processes will include questions related to potential for exposure to vicarious trauma and trauma.
- This policy will be included in Induction Checklist.
- Supervision will include checking with workers on self-care plans and strategies. This will be written into every supervision agreement. (See Supervision Agreement)
- Workers are encouraged to consult resource material on burnout/vicarious trauma and trauma/selfcare and sleep hygiene. (See Related Documents)
- Team Leaders and workers are reminded that if there are concerns about worker safety then safety plans need to be established. (See Section 2.4.12 Outreach Worker Safety Policy)

- It is not an expression of personal failure for workers to experience fatigue, apprehension or distress. It can be a natural reaction to stresses on the job. We encourage workers to be open about these feelings with their supervisor
- Where workers are experiencing negative impact due to the work, team leaders will engage with them around remedial actions. These may include self-care plans, safety plans, counselling, critical incident responses, disengagement from certain situations.
- Where a worker is experiencing, or is at risk of experiencing burnout, vicarious trauma or trauma (eg. Following a critical incident) they may request or be offered up to 3 counselling sessions with an external social worker or psychologist. Where this is considered beneficial to the work, the worker and their team leader will seek approval from the Coordinator or the Practice Manager. Where approved by the Coordinator or Practice Manager, CLA Inc will pay the reasonable cost of the sessions and the workers hours to attend. Where these sessions occur outside of the workers ordinary hours, they are entitled to take the hours as Time off in Lieu / flex time at one to one ordinary hours.
- Where a critical incident has impacted multiple workers or teams, the CLA Coordinator or Practice Manager may contract an external provider (eg. A Social worker or psychologist) to provide a group debrief and / or group supervision session with the impacted workers or teams.

RELATED DOCUMENTS

- <https://vikkireynolds.ca/resisting-burnout/>
- 10 Phrases you hear in resilient families
- 10 Reasons You Should Stop Working Long Hours Today
- Self-Care Plans and Well Being Scales
- SMART Selfcare Template
- Top Up Sheet - Healthy Mind Platter
- Vicarious Trauma
- What About You A Workbook For Those Who Work With Others
- 10 Resilience and Bounce Back