



Stay **connected**. Be **creative**. Keep **well**.

FAMILY LIAISON OFFICER

Reporting to the Engagement and Consultation Manager, the Family Liaison Officer will serve as a key point of contact for young people (aged 8-14) and their families engaging with Satellite. This role provides support to participants involved in our programs and activities, ensuring a welcoming and inclusive experience. As part of the Programs and Engagement team, the Family Liaison Officer will help strengthen community connections, build meaningful partnerships, and increase awareness of Satellite's work and offerings.

This is an opportunity for Aboriginal and Torres Strait Islander People

At Satellite Foundation, we deeply value the rich cultural heritage and diverse experiences that Aboriginal and Torres Strait Islander people bring to our community. We understand the importance of honouring this unique culture, and we are committed to fostering an inclusive environment where traditions, values, and history are not only respected but celebrated.

With a recently completed Reconciliation Action Plan endorsed by Reconciliation Australia, we are dedicated to building genuine, lasting relationships with Aboriginal and Torres Strait Islander communities. This commitment is reflected in our approach to creating opportunities such as this to support personal and professional growth.

Role details:

Job title:	Family Liaison Officer
FTE and Contract type:	Full-time, ongoing
Salary:	\$98,214 per annum , based on Level 4 of the Social, Community, Home Care and Disability Services Industry Award 2010, plus superannuation and not-for-profit salary sacrificing options

Reporting / working relationships

Reports to: Engagement and Consultation Manager

Direct Reports: None

Internal Relationships: Satellite Foundation Board of Directors, Executive Team and Staff

External Relationships: Satellite Foundation participants, volunteers and graduates, partner organisations, community groups, and Satellite supporters and stakeholders.

Benefits of working at Satellite Foundation

- Office location in Collinwood, Victoria, close to public transport
- A values-driven culture
- Flexible working arrangements including hybrid options (working from home) for this role is available
- An employee assistance program
- Professional development opportunities
- Extensive salary packaging options (to a maximum of \$15,899 per annum, plus up to \$2,650 meals and entertainment)

Satellite seeks to provide suitable working arrangements for all team members, acknowledging that everyone's circumstances are different. If suitable to the role expectations, flexible working options are offered to maintain a healthy work-life balance.

Key responsibilities

- **Engagement**
 - Be the primary point of contact for engagement after the initial intake with families and young people (aged 8-14) to welcome them to Satellite.
 - Act as an interface with young people and families to respond to referrals for programs and activities, with consideration for their broader family and community system.
 - Maintain knowledge of relevant youth and family sector trends, gaps, information and research.
 - Assist Satellite's engagement team with organising of youth and family programs, events, promotional engagement and activities within community and school settings.
 - Support promotional and networking events to welcome new participants and families and spreading the word about our work.
- **Sustaining connections and referrals**
 - Actively support an ongoing connection with families and young people to Satellite.
 - Facilitate connections to external support services such as healthcare networks, brokerage opportunities and crisis support, as identified.
 - Contribute to the promotion of programs, participant registration and continuing program support to ensure participation and ongoing connection to Satellite.
 - Work with Satellite's engagement team to build and strengthen collaborative working relationships and develop partnerships between education and community sectors.
 - Build relationships and engage with local health, mental health, family, carer and community services to support programs, activities and referrals of young people and their families.
- **Program Support**
 - Facilitate creative engagement and reconnecting activities for young people, families and community online and in person.
 - Group program facilitation for Satellite participants, as required.
 - Participate in and provide advice on relevant training and development activities as an effective team member.

- **Administration**
 - Maintain participant records, as required, maintaining confidentiality and data security.
 - Support Satellite with evaluation and feedback activity by collaborating with external evaluation stakeholders and participants.
- **Other duties as required**, including living the key behaviours and values as set out in this position description.

Essential skills and experience

- A relevant tertiary qualification in Social Work, Community Development, Youth/Family work, Public Health, or Education with substantial experience; or an Associate Diploma level with substantial experience in the relevant service stream; or less formal qualifications with specialised skills and related work experience sufficient to perform at this level.
- Demonstrated experience working (minimum of two years) in a similar role in the not-for-profit/non-government sector that forms Satellite's orbit as a community services organisation.
- Proven understanding of and experience working with young people, families and communities experiencing mental health, alcohol and other drugs, family violence and other complex life challenges.
- Broad knowledge of the range of services and programs available to children, young people, and families in the local government, family services, health, mental health, education, employment, and youth sectors.
- A sound understanding of referral pathways to maximise access to supports for young people and their families.
- An ability to engage and communicate to various size groups and individuals, tailoring communication to suit specific target groups and age ranges.
- An understanding of the challenges and experiences of young people from diverse backgrounds including young people who are culturally and linguistically diverse, Aboriginal and Torres Strait Islanders, and LGBTQIA+.
- An ability to engage positively with young people, their families and supporters.
- Highly developed verbal and written communication skills and confidence in speaking publicly in groups.
- Demonstrated ability to work collaboratively as part of a team.
- Strong organisation and time management skills with the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- Competent across Office 365, Microsoft Teams, SharePoint and tools used for the development of promotional material.
- Capacity to be flexible with work hours to accommodate young people and family's availability.
- A full drivers' license and the ability to transport young people to and from offsite programs is essential for this role.

Desirable skills and experience

- Understanding of and experience in assisting with the coordination of youth/family programs, events, and activities within a community or school setting.
- A lived experience of being a child or parent where a family member experiences mental health challenges would be highly valued.

- Experience with social media as a communication tool.
- Experience in a not-for-profit charity or in the non-government sector.

Special conditions relevant to this role

Employment is conditional on:

- a satisfactory National Police Check (or willingness to obtain prior to commencement)
- a satisfactory International Police Check if you have lived overseas for longer than 12 months in the past 10 years
- a current Working with Children's Check (or willingness to obtain prior to commencement)
- proof of rights to work in Australia as described in legislation
- certified evidence of relevant professional qualifications (if outlined in the Essential Skills and Experience)

Satellite Foundation

Established in 2009, [Satellite Foundation](#) is a not-for-profit charity that connects and empowers young people aged 8 to 25 years, who have families with mental health challenges. Satellite aims to foster a strong connection between young people, their families and the wider community. Our programs use a combination of creativity and the sharing of lived experience to combat isolation and promote confidence, self-esteem and good coping strategies. Satellite offers peer support in a range of in-person and online programs, workshops, activities and projects that are centred on connection.

Our commitment to children and young people

At Satellite, our staff are committed to:

- Placing children and young people at the heart of what we do and in the context of their family and their community.
- Acting in the best interest of young people at all times and living our principles of creativity, connection and wellbeing.
- Amplifying and embedding the voices and lived experience of children, young people and families through our co-creation framework, so they know their voices are heard and valued.

Key behaviours and values

Satellite's values guide the way we work and connect with our participants, team, and community. Through compassion, creativity, community, inclusivity, and collaboration we build strong connections to make a difference.

Compassion – People are at the heart of all we do. We see you. We hear you. We're here for you.

Creativity – Creativity is our language and expression of how we build safe and fun spaces to feel joy and be brave.

Community – We believe that shared experience fosters friendships, builds connections, and sustains a sense of belonging.

Inclusivity – We encourage and empower diverse individuals and communities, listening to and honouring their voices.

Collaboration – We listen and learn from each other, honouring the value of lived and living experience and build it into all that we do.

Diversity, equity and inclusion at Satellite Foundation

Satellite Foundation is an equal opportunity employer that embraces a culture of diversity, equity and inclusion. We encourage applications from Aboriginal and Torres Strait Islander communities, those from diverse age groups, abilities and backgrounds, those from multicultural and multifaith backgrounds, and LGBTQIA+ communities to apply. We are committed to ensuring a safe working environment for all staff and volunteers.

We also encourage individuals with lived and living experience of mental health challenges themselves, or within their families, to apply.

Satellite Foundation has created an inclusive workplace and takes appropriate measures to enable everyone to access employment opportunities and to benefit equally from employment-related opportunities by providing reasonable accommodations.

Therefore, we recognise that there are barriers to employment for people, and we encourage you to get in touch with us to explore alternative application methods or other ways of removing these barriers for the recruitment and selection process.