



Role Profile: Program Facilitator: Family Linker

Programs Team

Role Profile	
Role Title:	Program Facilitator: Family Linker
Employment	Fixed-term
End date	30 June 2025
Location:	Outreach / Kent Town Head Office
Line of support:	Program Partner, Programs Team
Level:	Dependant on experience
Hours per week	24
Time	Key focus
70%	Service Delivery
10%	Data collection & reporting
10%	Collaboration & Partnerships
10%	Administration & Management
About the role	
<p>The Linker role is a pivotal position within Playgroup SA, designed to bridge the gap between families in need and the suite of services available to support them. This role focuses on providing support to families, guiding them through the complexities of the social and community service systems to access the support and resources necessary for their child's development and well-being.</p> <p>Responsibilities encompass a wide range of duties, including conducting initial assessments to understand each family's unique needs, developing tailored support plans, and connecting families with relevant services such as early education, disability support, healthcare, and other community resources. The Linker acts as a continuous point of contact, offering guidance and emotional support throughout the family's journey, ensuring they receive comprehensive, integrated services that are responsive to their needs.</p>	
Essential Skills, Experience & Education	
<ul style="list-style-type: none"> • Knowledge of statutory requirements relevant to work. • Sound knowledge of early childhood development and family support systems. • Competent in managing time, setting priorities, planning and organising your own work. • Competent using MS Office programs. <p>Education</p> <ul style="list-style-type: none"> • Minimum Diploma of Family Support Work • Bachelor of Social Work, Psychological sciences or equivalent. (desirable) 	
Special conditions	
<ul style="list-style-type: none"> • Current Working With Children's Check and National Police Check • First Aid Certificate • Current Safe Environments for Children and Young People (previously Child Safe Environment) Training. • current Child Safe Environments or RRAHN-EC certificate • Drivers license & own vehicle 	



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Key Responsibilities:

(deliverables & reporting)

Service Delivery

- Act as a primary liaison for families participating in the Playgroup SA programs, facilitating their engagement and ensuring comprehensive support.
- Conduct outreach to families, providing information about relevant service pathways
- Complete induction process for family's utilising the Protective Factors Survey.
- Organise and schedule appointments for families with relevant services, including early education, disability services, and healthcare providers.
- Maintain up-to-date records of family interactions, services provided, and outcomes achieved.
- Develop and distribute informational and educational materials tailored to the needs of families across Playgroup SA programs.
- Coordinate with service providers to ensure that families receive integrated and coordinated support.

Data collection & reporting

- Collect and record data on family participation, services accessed, and program outcomes, ensuring accuracy and confidentiality.
- Analyse data to identify trends, barriers to service access, and areas for program improvement.
- Prepare and submit regular reports on program activities, outcomes, and recommendations for enhancing service delivery and family support.

Collaboration & Partnerships

- Build and maintain relationships with a wide range of stakeholders, including government agencies, non-government organisations, and service providers, to facilitate access to services for families.
- Participate in networks and forums related to child development, disability support, and family services to promote the program and identify opportunities for collaboration.
- Work closely with other team members and service providers to ensure a coordinated and integrated approach to supporting families.

Administration & Management

- Manage administrative tasks related to the Family Linker role, including maintaining detailed records of family interactions and services provided.
- Ensure compliance with privacy and confidentiality policies in all aspects of data handling and family interactions.
- Assist in the development and implementation of policies and procedures to improve the efficiency and effectiveness of the Family Linker role and the broader Playgroup SA programs.
- Participate in training and professional development opportunities to enhance skills and knowledge relevant to the role.



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Signature:

Full name:

Dated:

this

day of

20
