



Position Details

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| Position title: | Early Years Outreach Support Officer |
| Award Classification: | Band 5 |
| Department: | Family Youth and Children |
| Division: | Community Wellbeing |
| Date Approved: | March 2026 |
| Approved By: | Manager Family Youth and Children |

Organisational Relationships:

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| Reports To: | Coordinator Family Services |
| Supervises: | N/A |
| Internal Stakeholders: | Council Employees, particularly Maternal and Child Health (MCH), Children's Services and Family Support |
| External Stakeholders: | Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors, families, Community-managed and private Early Education and Care Services (EECS), Community Service Organisations (CSO), including but not limited to housing, community health, family violence, family services, neighbourhood houses, The Orange Door, Child Protection, Department of Health and Human Services (DHHS), Department of Education and Training (DET) |

Position Objectives

- Support vulnerable and Culturally and Linguistically Diverse (CALD) children and their families to navigate early education and care and other early childhood supports available, including playgroups and Maternal and Child Health.
- To identify barriers to engagement and participation through a range of strategies that respond to the unique needs of families, including outreach.



- Work collaboratively with key internal and external services to increase participation between vulnerable and CALD children and early education and care.

Key Responsibilities and Duties

- Support families without a worker to navigate early education and care enrolment, funding and transition, and other referrals to early childhood supports as required via brief intervention, including supported playgroup and Maternal and Child Health.
- Provide secondary consultations to community service practitioners to navigate early education and care for their clients.
- Assist the Family Youth and Children team to engage and support families to access early childhood education and care services.
- Identify and respond to barriers to early education and care participation by vulnerable and CALD families by providing innovative community engagement, promotions, resources, supports and active outreach to families.

Accountability and Extent of Authority

- Work under routine supervision
- Deliver outcomes in accordance with Early Years Assertive Outreach guidelines, reporting progress regularly as per Department timelines.
- Ensure confidential, timely and accurate notes, data reporting and records.
- Report concerns and issues impacting on the safety of children and operational requirements to the Coordinator Family Services in a timely manner.
- Actively participate in staff meetings, networks, and supervision.

Judgement and Decision Making

- Supervision for this role is provided by the Coordinator Family Services.
- Ability to work autonomously and to make decisions in line with the sensitivities of a range of abilities, different cultures, values and customs including the ability to work with interpreters.
- Respond appropriately to individual family circumstances.
- Ability to escalate issues that cannot be problem solved or negotiated to mitigate risk

Specialist Skills and Knowledge

- Demonstrated ability to build rapport and engage sensitively with children and families.
- Knowledge in working with families experiencing vulnerability, disadvantage and/or complex needs and an understanding of the barriers to engagement with Early Education and Care services.
- Highly developed communication skills required to assist clients to problem solve and make decisions regarding their service needs.

Our values

Working together
Performance

Creative and strategic thinking
Courage and integrity

Personal growth
Accountability, Community First



- Commitment to working in a team environment to achieve an effective and integrated service response to supporting vulnerable and CALD families and children.
- An understanding of the legislative and regulatory framework applying to early years services.
- Knowledge of the Children, Youth and Family Act 2005, Child Wellbeing and Safety Act 2005, Family Violence Protection Act 2008 and Privacy and Freedom of Information Acts.

Management Skills

- Ability to manage own time, plan and organise own work and resources at an intermediate level to achieve set goals and objectives within set deadlines and available resources.
- Identify potential issues and bring them to the attention of the Family Support team.
- Provision of generalist advice to internal and external stakeholders.
- Ability to work with families, services, and referral partners to support the ongoing engagement of vulnerable and CALD children and families in early education and care services.

Interpersonal Skills

- Use of innovative and sensitive strategies to engage families who may be experiencing complex life situations and communication barriers.
- Network internally and externally, to gain and share knowledge and experience where necessary.
- Well-developed oral and written communication skills to inform and support a diverse range of people, including parents, caregivers and young children
- Well-developed IT skills, reporting and data collection.

Qualifications and Experience

Academic:

Diploma in Social Work or other qualification suitable for practice in the Child and Families sector.

Experience:

- Experience working with community to support improved outcomes for children and families.
- Experience in working with families with young children, including those who are experiencing disadvantage and/or vulnerability.
- Experience in working in CALD communities is highly desirable.

Mandatory Requirements

- Working with Children Check

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- Police Check

Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation).



Key Selection Criteria

1. Relevant tertiary qualification and experience in community services, community development, social work, early childhood, education, health and welfare.
2. Demonstrated experience working with children and families from a range of cultural and linguistically diverse backgrounds.
3. Proven ability in networking, service promotion and fostering respectful, collaborative relationships with relevant agencies to achieve positive client outcomes.
4. Excellent communication skills (written and verbal) including the ability to adapt communications, build relationships and gain cooperation of internal and external stakeholders.
5. Demonstrated ability to problem solve, achieve objectives within set timeframes, set priorities and plan and organise own workload
6. Experience in teamwork and collaborative approaches to working with families.

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.