



JOB DESCRIPTION

TITLE OF POSITION	ConnectED Navigator
CLASSIFICATION LEVEL	Level 4 (Social) Social, Community, Homecare & Disability Services Industry Award
EMPLOYMENT TYPE	Part Time
SECTION / PROGRAM	Across St John's Youth Services

SAFEGUARDING CHILDREN AND YOUNG PEOPLE

St John's Youth Services (SJYS) is committed to the safety, wellbeing and rights of children and young people. We have zero tolerance for abuse, neglect or exploitation and are committed to providing a safe, respectful and inclusive environment. All employees are expected to uphold safeguarding and child-safe practices in their daily work. This includes maintaining appropriate professional boundaries, contributing to safe environments and responding to any concerns about the safety or wellbeing of a young person. Safe recruitment practices apply to this role, including screening checks and ongoing safeguarding training.

POSITION OBJECTIVES

The ConnectED Navigator is responsible for delivering an independent, strengths based education navigation service for young people aged 16–24 who are experiencing or at risk of homelessness. Working across Foyer Port Adelaide, Youth110 and SJYS outreach programs, the Navigator supports young people to access education or training pathways that align with their goals, readiness and life circumstances.

The role requires strong knowledge of the South Australian education and training sector, including secondary, vocational and alternative learning options, and the ability to build and maintain effective relationships with education and training providers. These relationships support informed pathway matching, reduce barriers to access and strengthen opportunities for young people to engage in education that works for them.

The position provides personalised guidance, informed matching, advocacy and sustained support to ensure learning becomes a realistic, achievable and confidence building pathway toward long term independence.

The ConnectED Navigator is part of a multidisciplinary team and works closely with Youth Transition Workers to ensure education planning is integrated with each young person's goals, wellbeing and housing stability.

SKILLS, KNOWLEDGE AND EXPERIENCE

Essential

- Demonstrated experience working with young people, ideally in homelessness, education, youth work or community services.
- Strong understanding of the barriers faced by young people experiencing homelessness, including disrupted schooling, trauma and instability.
- Knowledge of the SA education and training landscape, or the ability to rapidly acquire it.
- Ability to build trusting, respectful relationships with young people and hold high expectations for their success.
- Strong advocacy skills and confidence navigating complex systems.
- Excellent communication, problem solving and planning skills.
- Commitment to Advantaged Thinking and trauma informed practice.
- Ability to work collaboratively within a multidisciplinary team.
- High level of organisation, record keeping and data accuracy.

Desirable

- Experience in education support, career development, case management or youth transitions.
- Understanding of Foyer practice, crisis accommodation or dispersed outreach models.
- Lived experience of homelessness or disrupted education (not required but valued).

KEY RESPONSIBILITIES

Education Navigation and Individualised Planning

- Build trusted, empowering relationships with young people using Advantaged Thinking and trauma-informed practice.
- Co-develop an individualised Learning Profile with each young person, identifying strengths, interests, aspirations, barriers and readiness.
- Maintain up-to-date knowledge of the South Australian education and training landscape, including schools, TAFE, RTOs, community programs and flexible learning options.
- Identify education or training pathways that align with each young person's goals, circumstances and capacity.

Practical Support and Advocacy

- Assist young people with enrolment processes, documentation, orientation and communication with education or training providers.

- Advocate for flexibility, reasonable adjustments and trauma-informed approaches where required.
- Identify and respond to emerging barriers such as attendance challenges, financial pressures, transport, mental health and system requirements.
- Work collaboratively with Youth Transition Workers to ensure education planning aligns with each young person's goals and broader support needs.

Engagement, Persistence and Capability Building

- Provide ongoing encouragement, coaching and problem-solving to support sustained engagement in learning.
- Build young people's confidence, agency and capability in areas such as goal setting, planning, communication and navigating systems.
- Support young people to develop a positive learner identity and see themselves as capable, valued and in control of their future.

Provider Engagement and System Navigation

- Develop and maintain strong relationships with education and training providers to improve responsiveness and flexibility for young people.
- Promote collaborative problem-solving and shared understanding of youth-centred, trauma-informed practice.
- Contribute to reducing systemic barriers and strengthening education pathways for young people with complex needs.

Data, Reporting and Continuous Improvement

- Maintain accurate records including Learning Profiles, pathway options, suitability assessments, enrolments and engagement notes.
- Use SJYS case management systems and the Education Pathway Register to monitor progress, outcomes and emerging trends.
- Collect and contribute quantitative and qualitative data for reporting, evaluation and continuous improvement of the ConnectED program.
- Participate in reflective practice, supervision, team meetings and service development activities.

KEY OUTCOMES

The ConnectED Navigator contributes to the following outcomes:

- Young people develop clear, strengths-based Learning Profiles within agreed timeframes.
- Young people are connected to suitable education or training pathways that align with their goals and readiness.
- Increased confidence, capability and persistence in learning.
- Sustained participation in education or training over time.

- Stronger relationships and collaboration between SJYS and education and training providers, improving access and responsiveness for young people.
- Reduced barriers to education and more responsive, flexible pathways for young people with complex needs.
- Improved long-term opportunities for young people transitioning out of homelessness.

PERSONAL ATTRIBUTES

The ConnectED Navigator is expected to demonstrate:

- A strong belief in young people's potential and the ability to hold high expectations for their success.
- Energy, positivity and a genuine commitment to supporting young people to achieve their goals.
- The ability to motivate and encourage persistence, particularly when young people face setbacks or barriers.
- Adaptability, creativity and a solutions focused approach when navigating complex situations.
- Warm, clear and confident communication, with the ability to build trust with young people and stakeholders.
- The ability to work effectively in a dynamic, relational and youth centred environment.
- Initiative, accountability and a commitment to continuous learning and reflective practice.

ADDITIONAL REQUIREMENTS

- Current Working With Children Check.
- National Police Check.
- Valid driver's licence.
- Commitment to Child Safe practice and Equal Employment Opportunity principles.

ORGANISATIONAL RELATIONSHIPS

The ConnectED Navigator reports to the relevant Program Manager and is accountable to the CEO.

The role works as part of a multidisciplinary team and collaborates closely with Youth Transition Workers and other SJYS employees.

The ConnectED Navigator develops and maintains working relationships with external stakeholders, including education and training providers, community organisations and relevant government agencies.

EXTENT OF AUTHORITY

The ConnectED Navigator is expected to exercise professional judgement in supporting young people to identify and pursue appropriate education and training pathways.

The role operates within SJYS policies, procedures and program guidelines and does not hold delegated financial authority unless approved by the Program Manager or CEO.

SPECIAL CONDITIONS

- Some flexibility in working hours may be required to meet program needs
- Work is undertaken across multiple SJYS sites and community locations
- Commitment to Child Safe practice and Equal Employment Opportunity principles is required

Occupant:

Name:

Date of appointment:

Signature: _____

Supervisor:

Name:

Signature: _____

Approved by:

Nicole Chaplin, CEO