

POSITION DESCRIPTION

Key Connector

Project overview

The Flying Start Pathways Program is funded by The Office for Early Childhood Development (OECD). The program aim is to attract and retain early childhood educators and teachers through integrated career progression and wrap-around support services. This approach will help students – particularly from underrepresented backgrounds – to complete early childhood qualifications.

Summary of the Position and its Responsibilities

The Key Connector, Gowrie SA is responsible to the Professional Learning Program Leaders, Gowrie SA.

The Key Connector is responsible for developing long-term supportive professional relationships and tailored support for each student at every entry point in the project. The project aims to attract under-represented cohorts and the Key Connector will support connections with any and all stakeholders and partner networks needed to achieve student success. Key Connectors will be connected with each student in their cohort from the beginning of their journey through the Pre-Certificate Taster courses, their transition into accredited training opportunities and university studies, including placements. Key Connectors will have a pivotal role in ensuring students are supported to complete all elements of their qualification to successful graduation.

The Key connector, working with other Key Connectors, project leaders and partners will support all elements of the Project.

Elements of the Project include:

- Pre-Certificate Taster course
- Student support from initial inquiry through to qualification enrolment, completion and employment in the sector
- Placement support and placement exchange activities for students and services
- Diploma - Bachelor of Early Childhood Education Bridging course

The Key Connector will positively promote the Flying Start Pathways Project to stakeholders, potential clients, and clients enquiring about the program as well as ensuring collection of accurate and current data for reporting purposes.

The Key Connector will work closely with Program Leaders and the Digital Communications and Project Officer, as well as Project Partners. This position is provided through funding from the Office for Early Childhood Development from 1st July 2025 to 30th June 2027, with the possibility of extension. Should funding be withdrawn or varied, this contract position will become void or altered.

The Key Connector job description is designed as a road map for what is required and expected to support the Flying Start Pathways Project to meet the OECD contract, Key Performance Indicators (KPIs), funding agreement, reporting requirements and Project guidelines.

Agreement, Award and Conditions

This role is designed to be highly mobile, with reduced need to work from the office. There will be times when Key Connectors are required to attend the workplace, including induction and training. The Key Connector will need to be prepared to provide a home environment that meets WHS standards, and to arrange their own vehicle and travel utilising ATO expense reimbursements for home office and vehicles.

- Out of business hours work and travel may be required
- To meet the majority of needs of the Project, business (work) hours are between 8.30am and 5.30pm. Hours will vary outside business hours, based on student/client needs, site visits, networking or meeting needs, and provision of Elements.
- Attendance at Gowrie SA during or after-hours staff or team meetings, induction and trainings is a requirement
- Attendance at other relevant meetings is a requirement, including Elements such as the Pre-Certificate Taster and Bridging Courses
- Provision of occasional crèche for course attendees (if required)
- Adherence to Gowrie SA Policies and Procedures

The Key Connector is expected to meet the Project contract KPIs, reporting requirements, and deliverables at all times.

This role has the flexibility to work between 18 and 37.5 hours per week.

The hourly rate will be dependent on the incumbent's qualifications. The salary is paid over and above the terms and conditions provided for by the Social, Community, Home Care and Disability Services (SCHDS) Industry Award 2010. Legislated minimum standards from the Fair Work Act (Cth) also apply to the position.

Educational Qualifications/Experience

Essential

- Ability to build and maintain professional relationships with a variety of people
- High ethical and professional standards
- Strong work ethic

Desirable

- A qualification in early childhood education and care, or social work
- Experience in or understanding of qualifications at VET or HEI level
- Experience in a support related role
- Experience in developing effective and responsive relationships
- Ability to establish rapport and relationships with stakeholders
- Case management knowledge and experience

Statement of Key Responsibilities

The Key Connector is required to undertake the following duties and responsibilities and to do so in accordance with Gowrie SA policies and procedures:

Student Recruitment and Support

1. Attend/facilitate Information sessions, Pre Certificate Taster and Diploma Bridging Courses as required
2. Work with students to develop a personalised 'Training Success & Resilience Plan'

3. Use the equity support matrix with each student to establish the level and frequency of support required, updated on a regular basis
4. Maintain regular contact with clients and stakeholders
5. Conduct regular placement check-ins with the workplace and participant student/trainee
6. Support students to access the appropriate supports needed at the time they need it in order to continue their studies
7. Work with students on the 'soft skills' needed to be work ready, show initiative and build resilience
8. Negotiate placement exchange and facilitate placements in collaboration with the Practicum Exchange Network, or agreed placement exchange services
9. Establish clear lines of communication, placement agreements and plans (using provided templates)
10. Provide ongoing, supportive, professional relationships to students through all elements of the project with a goal of qualification success and employment in the early childhood sector.
11. Customer database data entry to track deliverables, KPIs and student communication, support needs and progress
12. Develop and support referral pathways to relevant organisations/stakeholders including Student Wellbeing Services (SWS - Skills SA)
13. Host peer learning communities formed across cohorts and/or connecting students with similar needs
14. Participate in monthly support and supervision meetings to assist achievement of KPIs and student support needs
15. Provide support to an allocated group of up to 30 students in a primary caregiving style model
16. Arrange meetings with VET co-ordinators in Secondary Schools to identify potential students considering ECE pathway
17. Facilitate presentations of support services on offer for students by Key Connectors in locations across SA at RTOs and Universities
18. Engage with students already enrolled or commencing study with TaFE or any other RTO offering Cert III and Diploma in Early Childhood Education and Care to support completions
19. Engage with Universities to enrol potential students into Bachelor of Early Childhood (0-5) qualification
20. Engage with students already enrolled in Bachelor of Early Childhood (0-5) University qualifications to support completions
21. Work with participants to understand their current and future needs and 'connect' them to the right services at the right time to support them physically, emotionally and financially so they have the ongoing capacity to manage life events, build resilience and continue their studies successfully, understanding that student support is on a continuum

Site Support

22. Model coaching and mentoring skills with site staff and leaders in the workplace on mentoring approaches to utilise with students in the future
23. Assist in the facilitation of a professional development workshop available to site directors and mentors to understand how to facilitate successful student/trainee placements
24. Support site leaders and mentors to access OECD developed placement resources

Communication and Professional Relationship Building

25. Maintain relationships through high quality communication to all stakeholders
26. Ask for assistance from and consult with the Program Leaders as required
27. Inform the Leadership Team of potential issues that may arise, and proactively work to resolve these
28. Represent yourself and Gowrie SA in a professional manner, including dress, communication style (face to face, on telephone and via email), and body language, and in accordance with Gowrie SA's Code of Professional Practice

29. Access client database to collect and analyse data when requested by the Leadership Team
30. Maintain responsiveness to service leaders, service educators, leadership team, and colleague's needs and requests
31. Follow complaints procedure for incoming queries and complaints

Flying Start Pathways Project Funding Agreement

32. Participate in all activities directed by the Funding Agreement or Gowrie SA including:
 - o completion of reporting information and/or requirements or data
 - o completion of survey or evaluation activities
 - o any other measures or activities as required.
33. Participate in all administrative functions connected with activities directed by the Funding Agreement or Gowrie SA in relation to this role
34. Participate in all evaluation activities and facilitate participation by all students
35. Communicate any issues in relation to meeting KPIs or work requirements with a member of the leadership team
36. Advocate and represent Gowrie SA in a professional manner conveying the value of the Program in a positive way
37. Take reasonable steps to prevent and not commit fraud, or engage in fraudulent activities
38. Report any fraud or fraudulent activities you observe or become aware of to the Program Leader/s
39. Hold a current DHS 'cleared' Working With Children Check, at all times
40. Comply with the National Principles for Child Safe Organisations
41. Comply with all Gowrie SA policies and procedures, the Criminal Code, and relevant Laws and Acts
42. Comply with the Privacy Act and notify of any data breaches to the Program Leader/s
43. Comply with Gowrie SA and Government branding requirements and use approved resources

General

44. Participate in new employee induction
 45. Demonstrate commitment to internal professional learning
 46. Demonstrate commitment to Gowrie SA vision, values, philosophy and the Code of Professional Practice and Inclusion principles
 47. Demonstrate commitment to Reconciliation and implementing the Gowrie SA Reconciliation Action Plan
 48. Maintain confidentiality and professionalism at all times, whether in the office or any other environment as part of your work
 49. Demonstrate commitment to social justice in your work with all stakeholders
- Other requirements as designated by the Program Leaders, and/or Chief Executive Officer

Person Abilities/Aptitudes/Skills

- Perform duties in an ethical and professional manner that supports an inclusive environment that is free from discrimination and harassment.
- Effective and professional written and verbal communication skills with a wide range of people to achieve the required outcomes
- Advocate and represent Gowrie SA in a professional manner conveying the value of the Program and the broad inclusion principles in a positive way
- Ability to work collaboratively and to negotiate problem solving approaches
- Ability to analyse information, evaluate alternatives and pose solutions
- Ability to form relationships with a diverse cross section of the community
- Ability to work autonomously/independently and demonstrate initiative to manage work tasks and projects
- Strong analytical and facilitation skills to maximise opportunities

- Ability to receive, and act on, constructive feedback
- Ability to set goals, reflect and review
- Excellent time management skills and ability to determine project priorities, and achieve identified outcomes within timeframes
- Access Gowrie SA Leadership Team and senior staff, as required
- Commitment to critical reflection and ongoing professional learning
- Negotiate complaints, dilemmas and provide support via phone to clients as needed.
- Ability to support achievement of project Key Performance Indicators.
- Experience using data to achieve KPIs

Knowledge

- Knowledge and experience of enrolment and intake processes.
- Knowledge of Workplace Health and Safety principles and practices
- Computer literacy, including knowledge of Microsoft Office and online systems such as customer database software and video conferencing

Additional Non-Negotiable Requirements

- The Key Connector will work in flexible ways with other members of the Administration and Project team
- A current full driver's license
- The use of your own vehicle (with comprehensive insurance) is required, approved mileage costs will be reimbursed.
- Regional travel may be required and approved travel costs will be reimbursed in line with Gowrie SA policies
- National criminal history check
- A current cleared DHS Working with Children Check will be required
- A signed Pre-Employment / Employee Declaration will be required and updated annually
- Laptop computer and mobile phone for work purposes will be provided, any other items will need to be requested in writing and will be funding dependent

DECLARATION OF KEY CONNECTOR Job & Person Specification

Approval by Program Manager:

Name: _____

Signature: _____

Date: _____

Acknowledged by Employee:

I have read Key Connector job and person description and agree to carry out the responsibilities and duties of the position diligently and to the best of my ability.

Name:

Signature:

Date:
