



## Aboriginal Family Support Services

### Job and Person Specifications

<b>Position Details</b>	
<b>Position</b>	<b>Family Support Worker</b>
<b>Program</b>	<b>Aboriginal Kinship Care</b>
<b>Classification</b>	<b>Social, Community, Home Care and Disability Services Industry Award 2010 Level 5</b>
<b>Hours</b>	<b>Full time</b>
<b>Hours per week</b>	<b>38 hours per week</b>
<b>Duration</b>	<b>Ongoing</b>
<b>Fixed term / maximum term end date</b>	<b>NA</b>
<b>Location</b>	<b>Port Augusta</b>
<b>Reporting Relationships</b>	<b>The Kinship Support Worker reports to the AFSS Regional Manager and Manager, Aboriginal Kinship Care.</b>
<b>Effective date</b>	<b>February 2025</b>
<b>Funding Sources</b>	<b>Department of Child Protection, South Australian Government</b>
<b>Mandated Notifier</b>	<b>Aboriginal Family Support Services provides residential care services for children, and the incumbent, like all employees, is a Mandated Notifier as prescribed by the Children and Young People (Safety) Act 2017 (SA).</b>



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<b>Program Overview</b>	
<p>AFSS Aboriginal Kinship Care program delivers a state-wide, culturally responsive service model that provides for the assessment, training, advocacy, support and referral services to kinship carers who are caring for Aboriginal and Torres Strait Islander children and young people. Through this program, kinship carers will be well supported and well placed to keep the Aboriginal children in their care safe, healthy and connected to Aboriginal cultures and communities.</p>	
<b>Position Objectives</b>	
<p>The Kinship Support Worker manages all elements of support provided to kinship care households. This includes face-to-face visits every 8 weeks (or more regular when required) and phone and email support regularly. The Kinship Support Worker is responsible for meeting Tier 1 and Tier 2 Key Performance Indicators (as they relate to the support of kinship carer households) as outlined in the DCP (Department for Child Protection) Aboriginal Kinship Care Service Agreement.</p>	
<b>Job Specifications</b>	
<b>Key Result Areas</b>	<p>The Key Result Areas outline the key expectations of the Kinship Liaison Officer, Aboriginal Kinship Care. They align with the requirements of the DCP Service Agreement and with AFSS Strategic and Operational Plans, AFSS Policies and Procedures generally and with AFSS Foster, Kinship and SCO Procedures. The Kinship Liaison Officer will be required to participate in regular supervision against each of the Key Result Areas as detailed below.</p>
<p><b><u>Key Result Area One</u></b></p> <p>Supporting Kinship Carers</p>	<p>The Kinship Support Worker is responsible for:</p> <ul style="list-style-type: none"> <li>- conducting planned face-to-face home visits, minimum every 8 weeks (noting that this support may need to be more regular as required) and email and phone communication as required</li> <li>- development and maintenance of an AFSS Carer Welcome and Information Pack for all new kinship households</li> <li>- assisting and advocating on behalf of kinship carers including, but not limited to, Care Concerns, DCP subsidies and payments and other related matters</li> </ul> <p>Perform any other duties and tasks as assigned</p>
<p><b><u>Key Result Area Two</u></b></p> <p>Maintaining and Reviewing Kinship Carer Registration</p>	<p>AFSS Kinship Support Worker are responsible for:</p> <ul style="list-style-type: none"> <li>- assisting in the delivery or coordination of training to AFSS carers (Safe Environments - Through their Eyes and In Safe Hands Training) and for organising other relevant training as required (Cultural Awareness, Managing Challenging Behaviours, etc.)</li> <li>- maintaining kinship carers registration through the timely completion of Carer Reviews and associated documents and processes</li> <li>- maintaining the Working With Children Check status of all kinship carers, household members and regular household guests to ensure their WWCC does not lapse and that their registration and current placements are not placed in jeopardy</li> <li>- Maintaining effective and reciprocal, open and transparent communication and relationships with DCP Case and Social Workers allocated to the children and young people placed with kinship carers.</li> </ul>
<p><b><u>Key Result Area 3</u></b></p>	<p>Lead the engagement of kinship carers in activities and events:</p> <ul style="list-style-type: none"> <li>- coordinate kinship carer attendance at DCP Carer Forums (Southern, Central and Northern)</li> </ul>



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<p>Carer Forums, Events and Activities</p>	<ul style="list-style-type: none"> <li>- develop and implement an annual calendar of events that includes Foster and Kinship Carers Week, AFSS carer events and AFSS Carers Xmas Party</li> <li>- participate in, contribute and organise activities that respond to significant annual anniversaries and events including National Sorry Day, Reconciliation Week, NAIDOC, Aboriginal Children’s Day and the Spirit Festival</li> </ul> <p>develop opportunities for increased learning and development for kinship carers through AFSS Training Programs as well as external training providers.</p>
<p><b>Key Result Area Four</b></p> <p><b>Administration and Transparency</b></p>	<ul style="list-style-type: none"> <li>• Adhere to the Government of South Australia’s Information Sharing Guidelines, which are designed to give providers of services to children, young people and adults, confidence in sharing information to prevent harm or respond to current threats to safety and wellbeing.</li> </ul>
<p><b>Key Result Area Five</b></p> <p><b>Service Excellence and Continuous Improvement</b></p>	<p>Maintain and model an ongoing commitment to continuous improvement in the provision of services to internal and external customers by:</p> <ul style="list-style-type: none"> <li>- actively demonstrating a commitment to Service Excellence across AFSS</li> <li>- demonstrated ability to function autonomously when required as well as a strong focus on teamwork</li> <li>- abiding by AFSS policies and procedures, and Strategic and Operational Plans</li> <li>- participating in continual improvement processes across all levels of AFSS, including staff professional development</li> <li>- act as an ambassador for AFSS during all interactions with clients, communities, partner agencies and services.</li> <li>- EEO/Diversity – All AFSS employees must recognise and adhere to the principles of Equal Opportunity. This means being non-discriminatory in all they say and do and recognising and accepting the value of diversity within the AFSS and broader community.</li> <li>- Probity – All AFSS employees must undertake all their duties in an open and honest manner. Employees must never use their position for personal gain either directly or indirectly. AFSS employees are obligated to recognise and report any instances where a conflict of interest may arise either for themselves or other AFSS employees.</li> <li>- Customer Service – All AFSS employees are required to make a commitment to providing the highest level of Customer Service to all those people and organisations that they deal with while undertaking their duties.</li> <li>- Continuous Improvement – All employees at AFSS are required to undertake their duties in an environment whereby the commitment to continuous improvement is a core value and accompanies all activities.</li> </ul>



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<b>Person Specifications</b>	
<b>Physical Requirements</b>	<ul style="list-style-type: none"> <li>• This position requires the ability to operate standard equipment and keyboards.</li> <li>• While performing the duties of this job, the employee may be regularly required to sit, stand, walk, talk, see, and hear.</li> <li>• Performing administrative duties that require use of a phone, computer, monitor, keyboard, and mouse.</li> <li>• Standing or sitting for periods as required.</li> <li>• Speaking clearly so listeners can understand.</li> <li>• Undertaking light manual tasks that may involve forward or backward bending/twisting at the waist, pushing, pulling, lifting light objects, including shopping bags etc.</li> <li>• Driving an AFSS vehicle, in accordance with WHS requirements below.</li> </ul>
<b>Psychological Requirements</b>	<ul style="list-style-type: none"> <li>• Self-management – Ability to plan, Prioritise and organise your workload in a way that contributes to successful outcomes.</li> <li>• Able to remain calm whilst managing multiple tasks effectively.</li> <li>• Ability to adapt and respond appropriately in changing situations or when under pressure.</li> <li>• Be able to work under tight deadlines.</li> <li>• The employee must maintain emotional control under stress.</li> <li>• Ability to appropriately communicate with staff at all levels.</li> <li>• Ability to display a positive and helpful attitude.</li> <li>• Ability to take initiative, work independently and work with minimal supervision.</li> <li>• While performing the duties and responsibilities, needs to execute a set of manners, behavioral disposition, and etiquette.</li> <li>• Able to focus and be productive.</li> <li>• Excellent problem-solving skills and attention to detail.</li> <li>• Effective time management</li> <li>• Leadership requires a wide range of Psychological Skills Including Strategic Thinking, Problem Solving, Communication and emotional Intelligence.</li> <li>• Problem-solving skills - Identify the problem and generate possible solutions.</li> </ul>
<b>Qualifications</b>	A minimum level qualification Cert IV with demonstrated relevant sector experience or tertiary qualifications in Social Sciences, Social Work, Community Services and related fields are desirable.
<b>Experience</b>	Experience in working closely with Aboriginal families and communities across South Australia. Experience in working in the out-of-home-care sector. Experience in working directly with foster, kinship and specific child only carers a distinct advantage.
<b>Skills</b>	The role requires the ability to engage well with kinship carers, their households and the children in their care. It also requires the ability to advocate and negotiate on behalf of kinship carer households with DCP and other service providers.



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<b>WHS</b>	<p>AFSS is committed to WHS across all activities and program areas and all employees are required to actively participate in WHS policies, practices, and procedures.</p> <ul style="list-style-type: none"> <li>• Ensure understanding of and compliance with all current organization policies, procedures, and work practices relevant to workplace Health, Safety and Welfare in the workplace.</li> <li>• Take personal responsibility for adopting safe work practices in all activities undertaken including ensuring no activities undertaken will adversely affect the health, safety, and welfare of other persons.</li> <li>• Obey all reasonable instructions in relation to health and safety at work.</li> <li>• Participate in the development of site and agency-based policies and procedures where required.</li> <li>• Follow the procedure regarding the use of AFSS vehicles in the workplace</li> <li>• To drive safely, in accordance with Australian Road Rules, SA (or other state if applicable)</li> <li>• To assist in maintaining AFSS vehicles in a safe condition, to conduct visual vehicle inspections, report suspected or unsafe vehicle conditions and to demonstrate safe driving practices to other road users.</li> <li>• All AFSS employees have an obligation to always work safely and not endanger their own well-being or the well-being of others. This includes employees at AFSS as well as members of the public. Furthermore, all employees are obligated to report any hazardous circumstances or potentially hazardous circumstances as soon as they become aware of them.</li> </ul> <p>The incumbent must be fit to undertake the tasks of their role and be able to maintain this throughout their employment and will be required to report any condition, physical or psychological, or medication that impact their capacity to safely fulfil their role.</p>
<b>Knowledge</b>	<p>Working knowledge of the out-of-home-care sector in South Australia, and how this impacts on Aboriginal children, families and communities. A working knowledge of the Children and Young people (Safety) Act (2017) and Regulations highly desirable.</p>
<b>Travel</b>	<p>Intrastate and interstate travel involving overnight absences may be required in some roles. Including the requirement to fly on smaller planes and drive extensively in the regional areas.</p>
<b>Licences / Screening</b>	<p>This position requires the incumbent to hold and maintain:</p> <ul style="list-style-type: none"> <li>• Valid and full South Australian Driver’s Licence</li> <li>• Safe Environments for Children and Young People Certificate</li> <li>• Working with Children Check</li> <li>• NDIS Worker Screening Check clearance</li> <li>• National Police Check</li> </ul>
<b>General</b>	<p>The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.</p>



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#### Acceptance of Job and Person Specifications

#### Employee

Name:	
Signature:	
Date:	