



Youth Support Worker

Aboriginal Youth Crisis Accommodation

Casual Positions Available

From \$46.70 per hour

Aboriginal and Torres Strait Islander people are strongly encouraged to apply

Your new employer

Aboriginal Family Support Services is a lead, Aboriginal Community Controlled Organisation (ACCO) that has been providing services to Aboriginal families and communities across South Australia for over 40 years.

Your new role

Youth Support Workers engage with young Aboriginal people on a day to day basis, assisting clients to navigate their daily lives with a focus on education, training and employment. It also includes Youth Support Workers building the capacity of clients to live independently through the active and positive engagement of all clients through house meetings, menu planning, shopping, cooking and budgeting. There is a strong focus on Youth Support Workers facilitating client access to social, cultural and sporting opportunities within the service but also opportunities to engage in these activities externally.

Who we are looking for

You will be passionate about supporting and improving the lives of young Aboriginal people who are homeless or who are at risk of being homeless. You will be experienced at engaging easily and comfortably with young Aboriginal people (15 to 25) and have the skills to develop relational-based and respectful relationships with clients. You will understand the impact of homelessness on young Aboriginal people and be able to offer support, mentoring and encouragement to young people.

To be successful you will need

- A South Australian Working With Children Check (WWCC)
- An NDIS Workers Check
- A National Police Check
- A current Provide First Aid Certificate (HLTAID003 or HLTAID011)
- A current unrestricted Australian Drivers Licence
- Unrestricted eligibility to work in Australia

Don't have a WWCC? You can apply on-line at www.sa.gov.au/screening

Ideally you will have

- A Safe Environments – Through their Eyes Certificate
- A Certificate IV in Youth Work, Community Services and or demonstrated knowledge and competencies

If this sounds like you scroll down to view the job and person specification

Then: tell us in a 2 page cover letter (addressing the criteria in the J&P) why you're a good fit for this job and send this with your resume to: recruitment@afss.com.au

For more information please call Nicholas Ward on 0409 993 444 (9am - 5pm Mon to Fri)

Applications close 9am Wednesday 9 October 2024

We look forward to receiving your application, however if you do not provide a 2 page cover letter addressing your skills and experience against the Job and Person Specification, we are unlikely to consider your application. AFSS reserves the right to commence interviews prior to closing date and may fill the role if a suitable candidate is identified.



Aboriginal Family Support Services

Job and Person Specifications

Position Details	
Position	Youth Support Worker
Program	Aboriginal Youth Crisis Accommodation
Classification	Social, Community, Home Care and Disability Services Industry Award 2010 Level 3
Hours	Casual
Hours per week	Not Applicable
Duration	Ongoing
Fixed term / maximum term end date	Not applicable.
Location	Adelaide
Reporting Relationships	Youth Support Workers report on a daily basis to the Team Leader. Team Leaders report to Manager, Aboriginal Youth Crisis Accommodation
Effective date	July 2024
Funding Sources	Towards Home Alliance (South Australian Housing Authority, Government of South Australia).
Mandated Notifier	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).
Program Overview	
<p>AFSS operate two (2) crisis accommodation services with support from the Towards Home Alliance and will work closely with Baptist Care SA to provide services to Aboriginal and Torres Strait Islander people. Services are located in metropolitan Adelaide. The primary aim of the service is to provide crisis accommodation and related support services to Aboriginal people (15 to 25), who are homeless or at imminent risk of homelessness, achieve the maximum possible degree of self reliance and independence. Central to the service is a focus on resolving crisis, re-establishing family and cultural links and building on the capacity of young people to live independently of homelessness services.</p>	
Position Objectives	
<p>Youth Support Workers support young Aboriginal and Torres Strait Islander people to navigate through their day to day lives with a focus on practical support and assistance to participate in training, education, employment, social, cultural and sporting activities. Youth Support Workers work in partnership with Case Workers to assist clients achieve their goal plan outcomes. Youth Support Workers also assist clients to build their capacity and skills to live independently of homelessness services and supports.</p>	



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Job Specifications	
Key Result Areas	The Key Result Areas outline the key expectations of the employee. They align with the requirements of Towards Home Alliance Service Agreement and with AFSS Strategic and Operational Plans and AFSS Policies and Procedures. The employee will be required to participate in regular supervision against each of the Key Result Areas as detailed below.
<u>Key Result Area One</u> Client Focused Services	<p>The incumbent will ensure will Assist residents to successfully stabilise and sustain their tenancy and manage their responsibilities</p> <ul style="list-style-type: none"> • Meeting with residents regularly • Provide support and guidance to assist residents with personal goals and aspirations as outlined in the individual plans Actively engage regularly with Residents, staff, and stake holders to assist residents as outlined in their Individual Plans • Ensuring that each resident understands their responsibilities.
<u>Key Result Area Two</u> Client Led Activities	<p>Youth Support Workers have a key role in assisting clients to achieve outcomes and goals as outlined in their case plan. This includes:</p> <ul style="list-style-type: none"> • working respectfully with the client and their Case Worker to assist the client to achieve outcomes as per their case plans • assisting clients to achieve their goals through providing assistance with daily routines and appointments (education, training, employment, medical, legal) • assisting clients to access identification required for securing Australian Government entitlements, opening bank accounts and securing housing.
<u>Key Result Area Three</u> Safety and Security	<p>Youth Support Workers are often on shift by themselves and have a clear responsibility for:</p> <ul style="list-style-type: none"> • managing the safety of clients, their children and other employees by maintaining the physical security of the accommodation services including securing all access points (gates, doors, windows and other access points) • ensuring that clients are respectful of each other, client's children and all employees in all of their interactions and that the actions of employees or clients do not place others at risk • observing and encouraging the observance by clients of Work, Health, Safety and Wellbeing requirements including identification of hazards, hazard reporting and where possible, minimising risk.
<u>Key Result Area Four</u> Administration and Transparency	<p>The incumbent will be expected to actively manage the completion of administrative tasks including data reporting and the use of AFSS processes and tools to manage workloads and priorities:</p> <ul style="list-style-type: none"> • submitting high quality reports that are factual, clear and concise and adequately respond to the information required by Senior Managers, the Chief Executive and funding bodies • ensuring that all clients contact, and engagement is appropriately documented and recorded on AFSS data collection systems – CRM, DEX, H2H (and other data systems as required) • making use of the appropriate time keeping processes at AFSS including the Attendance Register and the use of Outlook Calendar to record daily movements, meetings and other work-related commitments <p>Ensuring that Application for Leave forms and supporting documentation (Medical Certificates) are lodged within appropriate timeframes.</p>



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<p>Key Result Area Five</p> <p>Service Excellence and Continuous Improvement</p>	<ul style="list-style-type: none"> • Maintain and model an ongoing commitment to continuous improvement in the provision of services to internal and external customers by: • actively demonstrating a commitment to Service Excellence across AFSS • demonstrated ability to function autonomously when required as well as a strong focus on teamwork • abiding by AFSS policies and procedures, and Strategic and Operational Plans • participating in continual improvement processes across all levels of AFSS • act as an ambassador for AFSS during all interactions with clients, communities, partner agencies and services. • 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. • 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. • OH&S – All AFSS employees have an obligation to work safely at all times 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. • 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. • 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.
<p>Person Specifications</p>	
<p>Physical Requirements</p>	<ul style="list-style-type: none"> • This position is held in different offices and requires the ability to operate standard equipment and keyboards. • While performing the duties of this job, the employee may be regularly required to sit, stand, walk, talk, see, and hear. • Performing administrative duties that require use of a phone, computer, monitor, keyboard, and mouse. • Standing or sitting for periods as required. • Speaking clearly so listeners can understand. • Undertaking light manual tasks that may involve forward or backward bending/twisting at the waist, pushing, pulling, lifting light objects, including shopping bags etc. • Driving an AFSS vehicle, in accordance with WHS requirements below.
<p>Psychological Requirements</p>	<ul style="list-style-type: none"> • Self-management – Ability to plan, Prioritise and organise your workload in a way that contributes to successful outcomes. • Able to remain calm whilst managing multiple tasks effectively. • Ability to adapt and respond appropriately in changing situations or when under pressure. • Be able to work under tight deadlines.



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	<ul style="list-style-type: none"> • The employee must maintain emotional control under stress. • Ability to appropriately communicate with staff at all levels. • Ability to display a positive and helpful attitude. • Ability to take initiative, work independently and work with minimal supervision. • While performing the duties and responsibilities, needs to execute a set of manners, behavioral disposition, and etiquette. • Able to focus and be productive. • Excellent problem-solving skills and attention to detail. • Effective time management • Leadership requires wide range of Psychological Skills Including Strategic Thinking, Problem Solving, Communication and emotional Intelligence. • Problem-solving skills - Identify the problem and generate possible solutions.
Qualifications	Community Services or Youth Work qualifications including undergraduate, post graduate qualifications and or diploma level qualifications.
Experience	Significant youth work and experience in working across the homeless sector including youth work, outreach, and homeless accommodation services. Significant experience in working with Aboriginal individuals, families and communities.
Skills	Ability to work autonomously at a program level with limited direction, ability to actively and positively engage with clients, employees, sector representatives, government representatives. High-level interpersonal skills.
WHS	<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"> • Ensure understanding of and compliance with all current organization policies, procedures, and work practices relevant to workplace Health, Safety and Welfare in the workplace. • 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. • Obey all reasonable instructions in relation to health and safety at work. • Participate in the development of site and agency-based policies and procedures where required. • Follow the procedure regarding the use of AFSS vehicles in the workplace • To drive safely, in accordance with Australian Road Rules, SA (or other state if applicable) • 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. • 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. <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>



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Knowledge	Knowledge of the NGO sector with a particular focus on the homelessness sector. Knowledge of the ongoing and changing nature of government and the processes associated with contract management.
Travel	Intrastate and interstate travel involving overnight absences may be required from time to time. This travel may include travel in small planes.
Licences / Screening	This position requires the incumbent to hold and maintain: <ul style="list-style-type: none">• Valid and full South Australian Driver's Licence• Safe Environments for Children and Young People Certificate• Working with Children Check• NDIS Worker Screening Check clearance• National Police Check• First Aid Certificate (HILTAID003 or HLATAID011)
General	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.

Acceptance of Job and Person Specifications

Employee

Name:	
Signature:	
Date:	