



Aboriginal Family Support Services
Together with the community

Carer Liaison Officer

Family Based Foster Care

Salary Range \$85,146 to \$89,612

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) providing services to Aboriginal families and communities across South Australia for over 40 years.

Your new role

As part of the team based in Adelaide, the Carer Liaison Officer provides a range of carer support services to Aboriginal and non-Aboriginal carer families households who provide care for Aboriginal children and young people.

We are looking for someone who:

- Will Conduct face-to-face home visits with each carer household.
- Will organize and maintain compliance documents for the carers
- Coordinate AFSS Carers regular attendance at DCP Carer Forums
- Has a strong commitment to social justice.
- Is energetic and engaging.
- Can persevere in the face of adversity.

To be successful you will need:

- A South Australian Working with Children Check (WWCC)
- A National Police Check
- Safe Environment – Though Their Eyes (formerly Child Safe Environments)
- Unrestricted eligibility to work in Australia
- A current South Australian Driver's License
- A minimum Certificate IV in a relevant area of study and appropriate demonstrated knowledge and competencies

Do not have a WWCC? You can apply on-line at www.screening.sa.gov.au

Working in a not-for-profit agency you can salary sacrifice to increase your take home pay.

If this sounds like you scroll down to view the Job & Person (J&P) Specification

Tell us in a 2-page cover letter (that addresses the Key Result Areas 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 contact Ilana Armon on 0409 886 290 **(9am-5pm Mon-Fri)**

Applications close at 9am on Thursday 10 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 roles if suitable candidates are identified.

Previous Applicants need not re-apply



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Job and Person Specifications

Position Details	
Position	Carer Liaison Officer
Program	Foster Care Services
Classification	Social, Community, Home Care and Disability Services Industry Award 2010 Level 4
Hours	Full Time
Hours per week	38 hours per week
Duration	Ongoing
Fixed term / maximum term end date	Not applicable.
Location	Metropolitan Adelaide
Reporting Relationships	Carer Liaison Officers report directly to the Manager Foster Care Services. The Manager reports directly to the Senior Manager Metropolitan Services.
Effective date	August 2024
Funding Sources	Department for Child Protection
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).



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Program Overview	
<p>The Adelaide Foster Care Services team is responsible for the recruitment, training, assessment and ongoing support of AFSS carers across greater metropolitan Adelaide. This includes: the recruitment of Aboriginal and non-Aboriginal foster carers as options for the placement of Aboriginal children and young people who are unable to reside with their birth families; assessment and training of prospective carers; the provision of culturally appropriate support for AFSS foster carers who have Aboriginal children and young people in their care; and a targeted referral and placement function to match and place Aboriginal children and young people in safe, secure and stable foster care placements at the request of the Department for Child Protections Placement Services Unit.</p>	
Position Objectives	
<p>As part of a team based in Adelaide, Carer Liaison Officers provide a range of carer support services to Aboriginal and non-Aboriginal carer families households who provide care for Aboriginal children and young people.</p>	
Job Specifications	
Key Result Areas	<p>The Key Result Areas outline the key expectations of the incumbent. They align with the requirements of the AFSS Board and Chief Executive's strong commitment to Aboriginal children and young people maintaining cultural connections. They also align with the DCP Service Agreement and with AFSS Strategic Plan. The Therapeutic Clinician will be required to participate in regular supervision against each of the Key Result Areas as detailed below.</p>
Key Result Area One Supporting AFSS Carers	<p>AFSS Carer Liaison Officers provide support to AFSS Carers by:</p> <ul style="list-style-type: none"> • Conducting face-to-face home visits (that are planned 12 months in advance) with each AFSS Carer household every 8 weeks (noting that this support may need to be more regular as required) and email and phone communication as required to keep in regular contact with AFSS Carers between regular home visits • Development and maintenance of an AFSS Carer Welcome and Information Pack • Assisting and advocating on behalf of AFSS Carers including, but not limited to, Care Concerns, subsidies and payments, DCP and other related matters • Participating in the AFSS Foster Care Services After Hours On-Call service on a regular basis (including recording all incoming and outgoing calls and content).
Key Result Area Two Maintaining and Reviewing Foster Carer Registration	<p>AFSS Carer Liaison Officers are responsible for:</p> <ul style="list-style-type: none"> • 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) • Maintaining carers; registration through the timely completion of Annual Reviews and associated documents and processes • Maintaining the Working With Children Check status of all AFSS carers to ensure their WWCC does not lapse and that their registration and current placements are not placed in jeopardy • Maintaining effective and reciprocal, open and transparent communication and relationships with DCP case workers allocated to the children and young people who are placed with AFSS carers.



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<p>Key Result Area Three Foster Carer Forums, Events and Activities</p>	<p>Lead the engagement of AFSS carers in activities and events:</p> <ul style="list-style-type: none"> • Coordinate AFSS carers' regular attendance at DCP Carer Forums (Southern, Central and Northern) • Develop and implement an annual calendar of events that includes Foster and Kinship Care Week, AFSS carer events and AFSS carer Xmas events and activities • Participate in, contribute and organise activities that respond to significant annual anniversaries and events including National Sorry Day, Reconciliation Week, NAIDOC and Aboriginal Children's Day • Develop opportunities for increased learning and development for AFSS Carers through AFSS Training Programs as well as through external training providers.
<p>Key Result Area Four Administration and Transparency</p>	<p>Actively manage and oversee 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 client 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 System and the use of Outlook Calendar to record daily movements, meetings and other work related commitments • Ensuring that Application for Leave forms and supporting documentation (Medical Certificates or Statutory Declarations) are lodged within appropriate timeframes.
<p>Key Result Area Five 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 • 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. • Liaise with the aged care team to continuously review and enhance the role. • Participate in training and information sessions relevant to best practice for our clients.

Person Specifications

<p>Physical Requirements</p>	<ul style="list-style-type: none"> • This position is held in an accommodation house that includes a staff office 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.
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<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. • 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.
<p>Qualifications</p>	<p>Qualifications in Social Sciences, Behavioural Sciences, Community Services and related fields are desirable but not essential.</p>
<p>Experience</p>	<ul style="list-style-type: none"> • Experience in working with Aboriginal individuals, families and communities or the ability to do so is essential. Experience in the provision of support services to foster carers
<p>Skills</p>	<ul style="list-style-type: none"> • Skills in managing multiple tasks and deadlines and in working closely and efficiently with a range of internal and external stakeholder's across the child protection system are highly desirable. Computer literacy with the Microsoft Office suite of products.
<p>WHS</p>	<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



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	<p>hazardous circumstances or potentially hazardous circumstances as soon as they become aware of them.</p> <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>
Knowledge	Demonstrated understanding and knowledge of the child protection system high-level organisational skills, communication skills, writing skills and an ability to positively interact with AFSS employees, clients, key stakeholders and Aboriginal communities.
Travel	Intrastate and interstate travel involving overnight absences may be required in some roles
Licences / Screening	<p>This position requires the incumbent to hold and maintain:</p> <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• Provide First Aid Certificate• National Police Check
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.