



Aboriginal Family Support Services

Job and Person Specifications

Position Details	
Position	Coordinator Homelessness Services
Program	Towards Home Alliance, Reconnect and Tika Tirka
Classification	Social, Community, Home Care and Disability Services Industry Award 2010 Level 5
Hours	Full time
Hours per week	38 hours per week
Duration	Ongoing
Fixed term / maximum term end date	Not applicable.
Location	Paya'adlu 218 Wright St, Adelaide SA 5000 and 34 Beach Road, Christies Beach SA 5165
Reporting Relationships	This position directly reports to Manager –Homelessness Services/AYCA
Effective date	January 2024
Funding Sources	DHS/DSS/ ACHL
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

Aboriginal Family Support Services Limited (AFSS) has been serving South Australian Aboriginal communities for 40 years. AFSS was established in 1978 as the SA Aboriginal Child Care Agency Form INC (ACCA), becoming Aboriginal Family Support Services (AFSS) in 1988 to reflect the broader range of family-based programs offered by AFSS. In 2023 AFSS joined the Towards Home Alliance (THA). THA work with people experiencing or at risk of homelessness in the Adelaide CBD, inner and outer southern metro and Adelaide Hills areas.

Our key role has always been to ensure that Aboriginal communities and organizations are involved in matters relating to child protection. Before 1978, Aboriginal children were often removed from their families and communities without either the consent of, or consultation with birth, or extended family members. In the last 25 years AFSS has diversified our services to include a diverse suite of services all delivered with the aim to help build safe and culturally strong Aboriginal families and communities.

In 2023 AFSS joined the Towards Home Alliance (THA) which is the consortium that provides homelessness services in the Adelaide CBD and Southern suburbs. AFSS is committed to ensuring relevant and appropriate cultural services are provided to Aboriginal clients accessing our services. And an important part of this work is to ensure that clients are supported to maintain a strong connection with their family, community and culture.

Position Objectives

- The Coordinator – Homelessness Services will lead the operational management and delivery of the Pathways to home program, Reconnect Program and Tika Tirka Program
- As a member of the Towards Home Alliance leadership team, the coordinator will contribute to healthy organisational culture, sound leadership, quality client service delivery practices, and purposeful partnerships.
- The coordinator is responsible for the operational implementation and daily operations of the Pathways to Home and Wardli-ana service model. The coordinator holds responsibility for supporting and developing a high performing team who provide quality client care and Case Management
- The Coordinator will be responsible for supporting staff from the Wardli-Ana, Reconnect and Tika Tirka teams
- The coordinator will partner with the other Members of the THA and will contribute to shaping these partnerships. The coordinator holds a key responsibility for effective communication, embedding quality client practices and collaborative behaviours, promoting cultural identity and accountability and creating the conditions for innovation and improvement.
- The Coordinator will represent Aboriginal Family Support Services on a range of sector forums and networks.
- The Coordinator will represent AFSS on an operational level at the sector and alliance events and will have the ability to speak to cultural issues as they arise.
- The Coordinator will work closely with the rest of the AFSS Homeless Leadership Team including Cultural Engagement Officer, Coordinator AYCA and Manager Homelessness Services



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Key Result Areas	The Key Result Areas outline the key expectations of the employee. They align with the requirements of the Towards Home Alliance 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> Practice Leadership and Operational Management	<ul style="list-style-type: none"> • Implement and manage the ongoing operational delivery of AFSS THA aligned services and ensure consistency in culturally responsive and best practice delivery across the alliance and provide leadership in the sector. • Manage the ongoing operational Delivery of Reconnect and Tika Tirka Services • Lead practice supervision across the team, ensuring all team members receive regular quality supervision, have training and development plans to support their practice improvement and that there is a positive, creative and values aligned team culture. • Lead the Case Management direction for each Team including holding a small but complex case load at all times • Case Management will include working with clients across many life domains including, but not limited to, Mental Health, AOD, Child protection, Disability and behavior issues. • Support the management of allocated resources to realise financial performance, including approved budgets, equipment, any brokerage funds and infrastructure. • Ensure that AFSS THA Team is meeting funding contract requirements including meeting all KPIs • Conduct and support a home visiting schedule that ensures that home visit KPI is met • Ensure all Risk assessments are completed within the team
<u>Key Result Area Two</u> People Leadership	<ul style="list-style-type: none"> • Lead a highly skilled, multi-disciplinary team to provide outstanding services and encourage innovation in service delivery to meet client needs. • Ensure the provision of high quality, cultural supervision for staff. • Develop direct and indirect reports through provision of supervision, team meetings and development opportunities in both practice related and professional business practice. • Lead and embed culturally responsive service delivery for Aboriginal team members and Aboriginal clients which is accountable to partner with Aboriginal Community Controlled Organisations and the broader Aboriginal community. • Promote sound change management practices across the team, ensuring effective communications. • Lead direct reports to professionally represent Aboriginal Family Support



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	<p>Services to clients, family members, carers, guardians and advocates and the sector.</p> <ul style="list-style-type: none"> • Ensure all staff are appropriately trained, equipped and empowered to provide the highest quality of service to our clients. • Foster and maintain a workplace culture which attracts and retains skilled, experienced and values aligned staff.
<p>Key Result Area Three</p> <p>Relationships and Accountability</p>	<ul style="list-style-type: none"> • Working with both internal and external stakeholders to establish and maintain positive partnerships across government, the Towards home Alliance and Homelessness sector. • Positively engage with individuals from a diverse range of backgrounds, including professionals, carers, parents and young people. • Ensure workload and workflow is managed across the team, reporting deadlines are met, databases are kept up to date and other administrative tasks are completed within expected timeframes. • Maintain a complex caseload and ensure accountability to those families and the care team. • Work outside of standard hours may be required to meet the needs of families
<p>Key Result Area Four</p> <p>Safeguarding and best practice</p>	<ul style="list-style-type: none"> • Ensure that services safeguard client’s cultural identity and connection with their community in partnership and consultation with the client and community members. • Proactively assess safety of clients, their kinship family members and particularly children. Work with the client and kinship family to promote the safety of all particular children, ensuring there is a record of safety plans. • Report to relevant authority (SAPOL, CARL) where required. • Ensuring compliance with relevant legislation, regulations, standards, codes and contracts. • Participate in client and staff consultation to identify areas for culturally appropriate services, intervention and support/ • Utilize feedback from consultations to assist in improvement of service delivery, • Use and develop innovative approaches, effective interventions and good practice models to deliver services effectively and enhance operational effectiveness.
<p>Key Result Area Five</p> <p>Administration and Transparency AND Service Excellence and Continuous Improvement</p>	<p>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 the funding bodies on H2H and other alliance SharePoint systems. • Ensuring that all clients contact, and engagement is appropriately documented and recorded on AFSS data collection systems – CRM, 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>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"> • Actively demonstrating a commitment to Service Excellence across AFSS



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	<ul style="list-style-type: none"> • 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 recognize and report any instances where a conflict of interest may arise either for themselves or other AFSS employees. • 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.
<h4>Person Specifications</h4>	
<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.
<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



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	<ul style="list-style-type: none"> • 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	Relevant qualifications in social work, community services, management or equivalent experience.
Experience	<p><u>Essential.</u></p> <ul style="list-style-type: none"> • Has strong cultural and community connections • Demonstrated experience in working with Aboriginal families, as well as Aboriginal organisations <p><u>Desirable.</u></p> <ul style="list-style-type: none"> • Demonstrated experience in Homelessness services • Extensive experience in case management • Experience in the delivery of Human Services. • Experience in Managing a team
Skills	<ul style="list-style-type: none"> • It is essential that the successful incumbent has the ability to negotiate and relate with stakeholders at all levels and establish and maintain a high degree of cultural and professional credibility • It is essential that the successful incumbent demonstrated ability to integrate cultural experience with philosophy and practice • It is essential that the successful incumbent demonstrated ability to be effective in oral and written expression including the presentation of seminars and workshop material • It is essential that the successful incumbent demonstrated ability to effectively communicate with diverse Aboriginal communities on sensitive issues • It is essential that the successful incumbent has well developed research, communication and reporting writing skills • It is essential that the successful incumbent has highly developed skills in identifying trends and patterns in service delivery to Aboriginal clients • It is essential that the successful incumbent has interpersonal skills which foster the trust and cooperation of others • It is essential that the successful incumbent demonstrated ability to lead a team and support a multi-disciplinary team • It is essential that the successful incumbent demonstrated ability to liaise with other agencies • It is essential that the successful incumbent has computer literacy
WHS	<ul style="list-style-type: none"> • 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. • Ensure understanding of and compliance with all current organization policies, procedures and work practices relevant to Occupational 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



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	<ul style="list-style-type: none"> 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.
Knowledge	<ul style="list-style-type: none"> It is essential that the successful incumbent has sound knowledge and understanding of the 'Aboriginal and Torres Strait Islander Child Placement Principle' and the impact of the past/practices such as the Stolen Generation within Aboriginal families and community. It is essential that the successful incumbent has knowledge and understanding of the impact of family/domestic violence and substance abuse on Aboriginal families and children and community. It is essential that the successful incumbent has knowledge and understanding of barriers for Aboriginal people engaged in the child protection, alternative care and juvenile justice systems. It is essential that the successful incumbent has knowledge and understanding of the complex issues arising across rural/remote and urban Aboriginal communities and how they impact on interventions and the well-being of families and children. It is essential that the successful incumbent has knowledge and understanding of the kinship systems, role and impact of the extended family in Aboriginal society. It is essential that the successful incumbent has knowledge and understanding of the AFSS areas of business and responsibility, or the ability to quickly acquire that knowledge and understanding It is essential that the successful incumbent has knowledge of the effects of the Aboriginal separation policy and intergenerational poverty on the functioning of Aboriginal families today. It is desirable that the successful incumbent has knowledge of the range of service providers for families in need.
Travel	Intrastate and interstate travel involving overnight absences may be required in some roles. This travel may include travel in small planes.
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 First Aid Certificate NDIS Worker Screening Check clearance National Police Check Infant safety Training Certificate Fire Safety Training Certificate.
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:	
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Signature:	
Date:	