



Aboriginal Family Support Services
Together with the community

Coordinator Ceduna

Salary Range \$97,397 - \$101,804

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 Ceduna, the Coordinator directs and oversees the work of Support Workers and works collaboratively with communities, service providers and other AFSS programs in providing for the day to day care of children and young people who reside in AFSS Residential Services.

We are looking for someone who:

- Maintains a secure and stable environment, ensuring the safe operation and security of the building, the care and safety of staff and residents, and the relief on the floor in critical incidents.
- Provides support to the children and young people placed in Residential Service.
- Manages the resources of the Residential Service effectively
- Actively manages the Support Workers completion of administrative tasks including data reporting and the use of AFSS processes and tools to manage workloads and priorities
- Maintains and models to Support Workers an ongoing commitment to continuous improvement in the provision of services to internal and external customers

To be successful you will need:

- A South Australian Working with Children Check (WWCC)
- A National Police Check
- NDIS Worker Screening Check clearance
- To be Assessed as suitable via a Psychological Suitability Assessment
- Safe Environment – Though Their Eyes (formerly Child Safe Environments)
- Unrestricted eligibility to work in Australia
- Valid and full South Australian Driver's License
- First Aid Certificate (HLTAID003/HLTAID011/HLTAID012)
- A minimum Certificate IV in a relevant area of study and appropriate demonstrated knowledge and competencies
- Infant Safety Training Certificate
- Fire Safety Training Certificate

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 Katharine Micka on 0419 497 240 (**9am-5pm Mon-Fri**)

Applications close at 9am on Wednesday 3 December 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	Coordinator – Residential Services
Program	Residential Services
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	Ceduna
Reporting Relationships	The coordinator reports directly to the Manager. The Managers report to the Senior Manager (Regional Services). Senior Managers report directly to the CE.
Effective date	November 2024
Funding Sources	Department of Child Protection, South Australian Government
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 Residential Services provide a safe and secure home environment for children and young people who cannot remain with family or be placed with a foster family. AFSS Residential Services are viewed as short term stays for children and young people who have been removed from traumatic situations and where normalised routines can be developed to ensure children and young people achieve their full potential. AFSS Residential Services provide care for children and young people under the Guardianship of the Chief Executive.</p>	
Position Objectives	
<p>The Coordinator directs and oversees the work of Support Workers and works collaboratively with communities, service providers and other AFSS programs in providing for the day to day care of children and young people who reside in AFSS Residential Services. The Coordinator is responsible for monitoring and enhancing operating procedures to ensure the quality of service delivery and work practice is culturally</p>	



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sound, child focused and of a high professional standard. The Coordinator is responsible for providing strong leadership and supervision to a team of Support workers.

Job Specifications

<p>Key Result Areas</p>	<p>The Key Result Areas outline the key expectations of the incumbent. They align with AFSS Vision, Mission and Guiding Principles and to requirements as outlined in the AFSS DCP Service Agreement for the operations of Residential Services and relevant State and Australian Government legislation. The incumbent will be required to participate in regular supervision against each of the Key Result Areas as detailed below.</p>
<p>Key Result Area One Maintaining a Secure and Stable Environment</p>	<p>Maintaining a secure and stable environment:</p> <ul style="list-style-type: none"> • The safe operation and security of the buildings and equipment; the care and safety of staff and residents; and the relief on the floor in critical incidents • Ensuring staff adhere to AFSS and Residential Services Policy and Procedures and all associated templates • Daily informal supervision and communication as well as ongoing support to rostered Support Workers • Observing, reporting and correcting Support Worker performance • Assisting with staff recruitment, induction, performance improvement and performance management • Assisting with formal supervision sessions via Individual Work Plans with Support Workers
<p>Key Result Area Two Provide Support to Children and Young People</p>	<p>Provide support to the children and young people placed in the Residential Service:</p> <ul style="list-style-type: none"> • To engage in educational, recreational and community based activities as appropriate, and in accordance with the child or young person's case/care plan • Provide the opportunity to develop age appropriate life skills • Maintain cultural and family (including sibling contact) connections for all children and young people • Observing and accurately recording children (and ensuring Support Workers do the same) and young people's behaviour, needs and interaction with others • Respecting and understanding children and young people's personal beliefs and cultural values • Considering a young person's opinion and wishes in decisions that affect the Residential Service and their life <p>Participating in relevant panels and case consults for the children and young people placed in the service.</p>
<p>Key Result Area Three Resource Accountability & Attention to Detail</p>	<p>The effective management of resources of the Residential Service:</p> <ul style="list-style-type: none"> • Provision of a safe work environment that is clean, functional and orderly and free of clutter and unnecessary items • Participation in quarterly WHS Site Audits • Care and maintenance of AFSS vehicles including scheduled services, regular cleaning and immediate reporting of any damage to AFSS vehicles • Effective management of referrals and that referrals and extensions are responded to within 24 hours <p>Effective management of all Support Workers including preparation and monitoring of forward rosters and the on-call system</p>
<p>Key Result Area Four</p>	<ul style="list-style-type: none"> • Actively manage the Support Workers completion of administrative tasks including data reporting and the use of AFSS processes and tools to manage workloads and priorities:



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<p>Administration and Transparency</p>	<ul style="list-style-type: none"> • Submitting high quality quarterly reports that are factual, clear and concise and adequately respond to the information required by the funding body • Ensuring that all client contact and engagement is appropriately documented and recorded on AFSS data collection systems (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 Leave Forms and supporting documentation (Medical Certificates or Statutory Declarations) are lodged within appropriate timeframes. • 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.
<p>Key Result Area Five</p> <p>Service Excellence and Continuous Improvement</p>	<p>Maintain and model to Support Workers 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 • An ability to function autonomously when required as well as a strong focus on teamwork • Abiding by AFSS policies and procedures, Vision, Mission and Guiding Principles and Strategic Plan • 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. • 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. <p>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>
<p>Person Specifications</p>	
<p>Physical Requirements</p>	<ul style="list-style-type: none"> • This position 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.



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	<ul style="list-style-type: none"> • 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.
Psychological Requirements	<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.
Qualifications	<p>A qualification in an appropriate social science discipline such as Social Work, Behavioural Sciences, Community Services, Youth Services and related fields are desirable but not essential.</p>
Experience	<p>Experience in working with children and young people with challenging behaviours - or the ability to do so - is essential. Experience in team leadership, negotiation and conflict resolution is well regarded.</p>
Skills	<p>Demonstrated high-level organisational skills, communication skills, writing skills and an ability to positively interact with AFSS staff, clients, sector representatives and community.</p>
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.



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	<ul style="list-style-type: none"> • 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>
Knowledge	An in-depth knowledge and working understanding of Aboriginal communities across South Australia and the issues faced by Aboriginal children, young people, families and communities.
Travel	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.
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 • NDIS Worker Screening Check clearance • National Police Check • As suitable via Psychological Suitability Assessment • First Aid Certificate (HLATAID003/HLTAID011/HLTAID012) • 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.