



## Aboriginal Family Support Services

### Job and Person Specifications

<b>Position Details</b>	
<b>Position</b>	<b>Youth Support Worker</b>
<b>Program</b>	<b>Aboriginal Youth Crisis Accommodation</b>
<b>Classification</b>	<b>Social, Community, Home Care and Disability Services Industry Award 2010 Level 3</b>
<b>Hours</b>	<b>Casual</b>
<b>Hours per week</b>	<b>As required</b>
<b>Duration</b>	<b>Ongoing</b>
<b>Fixed term / maximum term end date</b>	<b>NA</b>
<b>Location</b>	<b>Metropolitan Adelaide, 5000</b>
<b>Reporting Relationships</b>	<b>Youth Support Workers report on a daily basis to the Team Leader. Team Leaders report to Manager, Aboriginal Youth Crisis Accommodation.</b>
<b>Effective date</b>	<b>February 2025</b>
<b>Funding Sources</b>	<b>Towards Home Alliance (South Australian Housing Authority, Government of South Australia).</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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### Program Overview

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, and 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.

### Position Objectives

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.

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<b>Key Result Areas</b>	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.
<b>Key Result Area One</b>  <b>Client Focused Services</b>	Youth Support Workers have a key role in assisting clients to achieve outcomes and goals as outlined in their case plan. This includes: <ul style="list-style-type: none"> <li>- Working respectfully with the client and their Case Worker to assist the client to achieve outcomes as per their case plans</li> <li>- Assisting clients to achieve their goals through providing assistance with daily routines and appointments (education, training, employment, medical, legal)</li> <li>- Assisting clients to access identification required for securing Australian Government entitlements, opening bank accounts and securing housing.</li> </ul>
<b>Key Result Area Two</b>  <b>Client Led Activities</b>	Youth Support Workers work closely with clients (and their children) too: <ul style="list-style-type: none"> <li>- Encourage client participation (that leads to independent living skills) in the daily operations of the accommodation service including shopping, cooking, cleaning and general household routines</li> <li>- Assisting clients if required to develop social and interpersonal skills that help them to function in a shared home environment and in other social situations</li> </ul> Provide clients with opportunities to broaden their social, cultural and sporting connections through the facilitation of events and activities both at the service and externally.
<b>Key Result Area Three</b>  <b>Safety and Security</b>	Youth Support Workers are often on shift by themselves and have a clear responsibility for: <ul style="list-style-type: none"> <li>- 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)</li> <li>- 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</li> </ul>



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	<p>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.</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>	<ul style="list-style-type: none"> <li>- Maintain and model an ongoing commitment to continuous improvement in the provision of services to internal and external customers by:</li> <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</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>- OH&amp;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.</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>	Community Services or Youth Work qualifications including undergraduate, post graduate qualifications and or diploma level qualifications.
<b>Experience</b>	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.
<b>Skills</b>	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.
<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> </ul>



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	<ul style="list-style-type: none"> <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>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.</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> <li>• As suitable via Psychological Suitability Assessment</li> <li>• First Aid Certificate (HLATAID003/HLTAID011/HLTAID012)</li> <li>• Infant safety Training Certificate</li> <li>• Fire Safety Training Certificate.</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:	