



Aboriginal Family Support Services  
Together with the community

# Senior Manager, Cultural Clinician

## Cultural Governance

**Salary Range \$137,065.08 - \$141,871.96**

***This is an identified Aboriginal position where applicants for this position must be of Aboriginal descent, identify as being Aboriginal and be accepted in the community as such.***

### **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**

Supporting Aboriginal and non-Aboriginal staff to improve their practice, the Senior Manager, Cultural Clinician will provide cultural supervision, support, and demonstration to ensure cultural safety for all Aboriginal clients. Providing cultural and clinical leadership and guidance to all AFSS programs, and in support of the Chief Executive, the incumbent will guide clinical and trauma responsive practice and cultural supervision. Providing cultural support and advice, case direction, and complex case decisions, cultural supervision can at times cross over with performance management processes.

### **We are looking for someone who:**

- Provides leadership and supervision to enhance the positive impact of the organization, ensuring the safety of children, improving family wellbeing and sustainability.
- Models AFSS values and culture, working together in partnership with all Senior Managers to regularly review the customer and client experience.
- Contributes to the overall effectiveness and development of AFSS through contribution to, and implementation of, the AFSS Strategic Operational Plans and Policies, Procedures and Guidelines
- Manages and oversees the completion of administrative tasks including data reporting and the use of AFSS processes and tools to manage workloads and priorities
- Maintains and models an ongoing commitment to continuous improvement in the provision of services to internal and external customers

### **To be successful you will need:**

- Valid and full South Australian Driver's License
- Safe Environments for Children and Young People Certificate
- A South Australian Working with Children Check (WWCC)
- A National Police Check
- NDIS Worker Screening Check clearance

Do not have a WWCC? You can apply on-line at [www.screening.sa.gov.au](http://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](mailto:recruitment@afss.com.au)

For more information, please contact Kate Rice on 0400 304 175 **(9am-5pm Mon-Fri)**

**Applications close at 9am on Sunday 8 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**



# Aboriginal Family Support Services

## Job and Person Specifications

Position Details	
Position	Senior Manager, Cultural Clinician
Special Condition	This is an identified Aboriginal position where applicants for this position must be of Aboriginal descent, identify as being Aboriginal and be accepted in the community as such.
Program	Cultural Governance
Classification & Salary Range	Aboriginal Family Support Services Enterprise Agreement 2021 Social, Community, Home Care and Disability Services Industry Award 2010 Salary Range \$137,065.08 - \$141,871.96
Hours	Full time
Hours per week	38 hours per week
Duration	Ongoing
Location	134 Waymouth Street, Adelaide SA 5000
Reporting Relationships	The Senior Manager, Cultural Clinician, reports to the Chief Executive and is a member of the Senior Management team. The Senior Manager provides guidance and supervises cultural direction to AFSS staff. The position has key working relationships with Government, Non-Government and partner agencies in the sector.
Effective date	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

Aboriginal Family Support Services (AFSS) provides a range of services to the Aboriginal community throughout South Australia. Through strong leadership, AFSS influence change in policies and service delivery in all areas of capacity building within Aboriginal families and Communities. AFSS acknowledges the diversity of Aboriginal Communities and ensures that all services are innovative, and client centred.

We believe that Aboriginal children should always live with their parents, or grandparents, uncles, aunts, brothers, sisters or cousins. We maintain that our Aboriginal heritage is beyond value and no child should be



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deprived of its richness. We will strive to ensure that all Aboriginal children are safe in a caring and secure environment.

### Position Objectives

#### Cultural and/or Clinical Supervision

Cultural supervision is how AFSS seeks to support and demonstrate cultural safety for all Aboriginal clients and staff through support for Aboriginal and non-Aboriginal staff to improve their practice.

The position provides cultural and clinical leadership and guidance to all AFSS programs, through cultural, clinical and administrative leadership across all aspects of the organisation in support of the Chief Executive. Cultural supervision is the primary mode of supervision within AFSS that guides clinical and trauma responsive practice. Whilst cultural supervision can at times cross over with performance management processes to support staff in improving their work, it is much broader than performance management. The three topics that can be addressed through cultural supervision are:

- **Cultural support and advice:** including general understandings of the Aboriginal and community and cultures and what this means in the lives of families.
- **Case direction:** including how families are supported in their decision making and how cultural and clinical practices are balanced to achieve the best outcomes for families.
- **Complex case decisions:** including knowing when to seek advice from others in challenging circumstances.

The incumbent is responsible for managing the Gazetted team and the Cultural Awareness Officer, and will further develop, lead and facilitate AFSS' cultural and/or clinical supervision program to ensure high quality service provision to Aboriginal families and the effective and efficient use of human, financial and physical resources in the provision of service across the state. The Senior Manager will be highly reflective, self-aware, and open to on-going learning and is absolutely committed to the hopes and strengths of all Aboriginal people and communities and supporting all staff that work within AFSS.

### Job Specifications

<p><b>Key Result Areas</b></p>	<p>The Key Result Areas outline the key expectations of the Incumbent. Their align with the requirements of AFSS Cultural Supervision Framework and with AFSS Strategic and Operational Plans and AFSS Policies and Procedures. The Incumbent will be required to participate in regular supervision against each of the Key Result Areas as detailed below.</p>
<p><b>Key Result Area One</b> <b>Provide Leadership and Supervision</b></p>	<p>The Senior Manager is responsible for:</p> <ul style="list-style-type: none"> <li>• Enhancing the positive impact of the organization.</li> <li>• Translating the strategic direction into operational reality.</li> <li>• Lead projects and/or be the project sponsor to effect change.</li> <li>• Representing and advocating for AFSS at the State and National level.</li> <li>• Directing and overseeing the efficient and effective provision of the cultural and clinical supervision program to ensure the safety of children, improve family wellbeing and enhanced family sustainability.</li> <li>• Management of the Gazetted team and the Cultural Awareness Officer.</li> <li>• Through effective planning, development, implementation and review ensure that service provision meets client and community needs and funding requirements.</li> <li>• Ensuring that the program is based on knowledge derived from community needs and research evidence.</li> <li>• Ensuring that AFSS staff are provided with practical, client-centered and culturally safe practice guidance and training.</li> </ul>



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	<ul style="list-style-type: none"> <li>• Providing effective clinical, and where appropriate, administrative supervision to AFSS staff.</li> <li>• Ensuring staff have access to cultural safety and wellbeing in this challenging field of work</li> <li>• Ensuring effective data reporting systems and processes are in place to ensure that the program is accountable and able to be effectively evaluated.</li> </ul>
<p><b><u>Key Result Area Two</u></b> <b>Relationship and Engagement</b></p>	<p>The Senior Manager is responsible for:</p> <ul style="list-style-type: none"> <li>• Modeling AFSS values and culture.</li> <li>• Working together in partnership with all Senior Managers and the leadership group.</li> <li>• Establishing and maintaining effective communication processes to enable a positive work environment.</li> <li>• Fostering a positive culture of customer service with all stakeholders.</li> <li>• Discussing training and development opportunities within the portfolio to facilitate further career development and succession planning for AFSS.</li> <li>• Regularly review the customer &amp; client experience and implement necessary actions.</li> <li>• Developing and maintaining interagency partner relationships to ensure dissemination and sharing of knowledge and expertise.</li> <li>• Actively engaging as a cultural authority where it is appropriate and support positive outcomes for AFSS staff and clients.</li> <li>• Ensuring that reporting deadlines are met.</li> <li>• Working as an effective member of the senior management team.</li> <li>• As a member of the AFSS team, promoting continuous service improvement using a collaborative and inclusive approach.</li> </ul>
<p><b><u>Key Result Area 3</u></b> <b>Accountability</b></p>	<p>The Senior Manager is responsible for:</p> <ul style="list-style-type: none"> <li>• Contributing to the overall effectiveness and development of AFSS through contribution to, and implementation of, the AFSS Strategic and Operational Plans and Policies, Procedures and Guidelines.</li> <li>• Ensuring that South Australian and Australian Government Service Agreements are monitored, that KPIs are met, and that strategies and risk management plans are in place to achieve expected outcomes.</li> <li>• Being an Officer as defined by the Work Health Safety Act 2012 (SA) and exercise due diligence as required under the Act.</li> <li>• Contributing and upholding the overall effectiveness and development of AFSS and its programs and services through the application of service excellence, customer service and continuous improvement principles.</li> <li>• Representing the values and ethics of AFSS in all dealings with stakeholders, employees, clients, carers and children and young people.</li> <li>• Performing all duties to the best of their ability .</li> <li>• Ensuring best endeavors to promote and protect the interests of the organization.</li> <li>• Following all reasonable and lawful directions given to you by the employer, including complying with policies and procedure and any other duties as directed.</li> <li>• Preparedness to participate in formal supervision and performance reviews.</li> </ul>
<p><b><u>Key Result Area Four</u></b></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"> <li>• Submitting high quality reports that are factual, clear and concise and adequately respond to the information required by the senior Managers, the Chief Executive and funding bodies.</li> </ul>



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<b>Administration and Transparency</b>	<ul style="list-style-type: none"> <li>• 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).</li> <li>• 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.</li> <li>• Ensuring that Application for Leave forms and supporting documentation (Medical Certificates or Statutory Declarations) are lodged within appropriate timeframes.</li> <li>• Perform other duties allocated appropriate to position and organisation needs to undertake any relevant task as directed by the CE.</li> <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>
<b>Key Result Area Five</b>  <b>Service Excellence and Continuous Improvement</b>	<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"> <li>• Actively demonstrating a commitment to Service Excellence across AFSS programs and services.</li> <li>• Demonstrating 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>• Lead an environment of continuous learning and improvement across the portfolio.</li> </ul>
<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.</li> <li>• Driving an AFSS vehicle, in accordance with WHS requirements.</li> </ul>



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<p><b>Psychological Requirements</b></p>	<ul style="list-style-type: none"> <li>• Self-management – Ability to plan, Prioritise and organise 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>• 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>
<p><b>Qualifications</b></p>	<p>A relevant degree or post-graduate qualification, plus extensive relevant experience          Lesser formal qualifications with extensive experience to an equivalent standard.</p>
<p><b>Experience</b></p>	<p>It is essential that the Senior Manager can evidence and demonstrate significant ability, gained through experience:</p> <ul style="list-style-type: none"> <li>• Substantial experience working in the care and protection field, particularly with Aboriginal families in a family support or therapeutic context</li> <li>• Experience working with children, young people and families who have experienced or are experiencing acute or chronic disadvantage and/or trauma and loss</li> <li>• Extensive experience in the leadership, coaching and mentoring of staff, performance management and demonstrated staff management at a senior level</li> <li>• Significant experience in the delivery of human service programs</li> <li>• Experience in the provision of Cultural and clinical supervision and staff leadership</li> <li>• Experience in program development.</li> </ul>
<p><b>Skills</b></p>	<p>It is essential that the Senior Manager can evidence and demonstrate high level skills in the following areas:</p> <p><b>Cultural awareness and sensitivity</b></p> <ul style="list-style-type: none"> <li>• Demonstrates high order awareness and understanding of the issues facing Aboriginal people and communities, the ability to relate positively and respectfully, to be open to listen and learn, show humility and be non-judgmental, and to be sensitive to individual and Community needs.</li> <li>• Demonstrates high order awareness and understanding of the challenges faced by and support requirements of Aboriginal and non-Aboriginal staff in this field.</li> </ul> <p><b>Relationship skills</b></p> <ul style="list-style-type: none"> <li>• Demonstrates strong ability to build, negotiate and maintain relationships in a collaborative, cooperative and client-centered manner with a wide range of stakeholders.</li> <li>• Demonstrates the capacity to model high standards of professional and ethical conduct</li> </ul>





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	<ul style="list-style-type: none"> <li>• Demonstrates a strong capacity to motivate and support staff across a range of locations and in challenging environments.</li> <li>• Demonstrates high order capacity to support and mentor staff and teams.</li> </ul> <p><b>Critical thinking skills</b></p> <ul style="list-style-type: none"> <li>• Demonstrates capacity for strategic level skills in analysis, design and problem-solving</li> <li>• Demonstrates strong ability to analyze and synthesis research, policy and practice knowledge and to translate this to innovative, achievable and culturally safe practice guidance.</li> <li>• Demonstrated high order ability to analyze complex practice dilemmas and to guide staff to ethically sound decisions.</li> <li>• Demonstrates a strong alignment to AFSS visions, aspirations, values and desired service outcomes.</li> </ul> <p><b>Presentation skills</b></p> <ul style="list-style-type: none"> <li>• Demonstrated high order ability to present information effectively both verbally and in writing that contributes to improved support to frontline staff, and promotion of the programs' objectives and outcomes to the community and other agencies.</li> </ul> <p><b>Meeting accountability requirements</b></p> <ul style="list-style-type: none"> <li>• Demonstrated high order ability to set priorities, make sound plans, and deliver timely outputs to meet service objectives, requirements and desired outcomes.</li> <li>• Demonstrate computer literacy, particularly with the Microsoft Office suite of products</li> <li>• Demonstrates financial literacy and budget management ability.</li> <li>• Demonstrates ability to contribute to the overall strategic leadership of an agency.</li> </ul> <p>Computer literacy with the Microsoft Office suite of products.</p>
<p><b>WHS</b></p>	<p>AFSS is committed to WHS across all activities and program areas and The Incumbent is 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> <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>• To 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 The Incumbent is obligated to report any hazardous circumstances or potentially hazardous circumstances as soon as they become aware of them.</li> </ul>



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	<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>
<p><b>Knowledge</b></p>	<p>It is essential that the Senior Manager can evidence and demonstrate significant knowledge, understanding, and expertise in respect to the following:</p> <ul style="list-style-type: none"> <li>• Demonstrates a working understanding of the primary importance of the spiritual and cultural connection Aboriginal people have with country, family and community and the importance of Cultural Safety.</li> <li>• An extensive understanding of the issues facing Aboriginal families which have impacted on individual, family and community wellbeing and which led to being involved with the child protection system and how these may impact AFSS staff and clients.</li> <li>• Expert knowledge of the theories and practice approaches that support effective family preservation and reunification, particularly family systems theory, and Solution-focused and Participative Case Planning approaches.</li> <li>• Expert knowledge of historic, contemporary and emerging Aboriginal specific models and approaches for working with families and communities.</li> <li>• A sound knowledge base in the areas relevant to child protection, including the impact of abuse and neglect; attachment and bonding; healing trauma, grief and loss; child and adolescent development; parenting and life skills development; and behavior management strategies.</li> <li>• Sound knowledge of the Children and Young People (Safety) Act 2017 (SA) and the role of the Department for Child Protection.</li> <li>• Sound knowledge base of the theory and practice of cultural/clinical supervision</li> <li>• Demonstrated understanding of Discrimination and Equal Opportunity issues as they relate to service delivery for Aboriginal people.</li> <li>• Knowledge of issues related to service delivery in rural and remote areas.</li> </ul>
<p><b>Travel</b></p>	<p>As Intrastate and interstate travel may be an occasional requirement of this position, the incumbent must be willing to undertake air travel, including travel in small aircraft.</p> <p>Some out of hours work as well as intrastate travel may be required.</p>
<p><b>Licences / Screening</b></p>	<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 License</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> </ul>
<p><b>General</b></p>	<p>The above is not an exhaustive list of duties and The Incumbent will be expected to perform different tasks as necessitated by their changing role within the organisation and the overall business objectives of the organisation.</p>