



Program Support Officer Out of Home Care

Salary Range \$97,397 to \$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 metropolitan Adelaide, the Program Support Officer provides administrative and other support to the Family Based Out of Home Care teams in their practice and service delivery. The Program Support Officer will oversee various tasks throughout the project term, the model of therapeutic and culturally aligned services training to staff and carers, where the Family Based Out of Home Care teams are located and service preparation for Specialist Care and transition of carer households.

We are looking for someone who:

- Can collate options and a proposal for a model of therapeutic support that can be rolled out to staff and carers.
- Will assist the team to determine the needs of the programs for the scale, location building requirements
- Can develop documents relating to service preparation (Position Descriptions, Policies, Processes, Licensing requirements)
- 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 NDIS Worker Check
- 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 Olivia King on 0499 966 614 (**9am-5pm Mon-Fri**)

Applications close at 9am on Friday, 1 November 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
Together with the community



Aboriginal Family Support Services

Job and Person Specifications

Position Details	
Position	Program Support Officer
Program	Out of Home Care
Classification	Social, Community, Home Care and Disability Services Industry Award 2010 Level 5
Hours	Full Time
Hours per week	38
Duration	12 Months
Fixed term / maximum term end date	Not Applicable
Location	Metropolitan Adelaide
Reporting Relationships	The Project Officer is based at AFSS Waymouth St, with the potential need to work from the Cross Rd office. This role reports to the Senior Manager Specialised Services
Effective date	September 2024
Funding Sources	Combined OOHC services funding (DCP)
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>AFSS have been providing services and support to Aboriginal Children and families since 1978, during this time the organisation has grown substantially in the number of people we support and the diversity within the programs we offer. AFSS are in a position both in the sector and the community to use our experience, the niche of our service and our position in the sector to be a leader in best practice and to be the organisation other ACCO's and mainstream service look to, as a model to strive towards. To do this position, the justice it deserves we need to invest accordingly into the way we staff and support our teams and how we support and engage the carers and the children in their care.</p>	
Position Objectives	
<p>To Support our Family Based out of home care teams in their practice and service delivery. The three main areas this role will oversee during the project term will be.</p> <ul style="list-style-type: none"> • Our model of therapeutic and culturally aligned services training to staff and carers, • Where the Family Based out of home care teams are located • Service preparation for Specialist Care if we are successful in our tender and the transition of carer household from non ACCO NGO's to AFSS 	
Job Specifications	
Key Result Areas	The Project Officer will be required to participate in regular supervision against each of the Key Result Areas as detailed below and the Project Work plan.
<p><u>Key Result Area One</u></p> <p>Our Model of therapeutic and culturally aligned services training to staff and carers</p>	<p>The incumbent will provide support to the team by:</p> <ul style="list-style-type: none"> • Responding to prospective carer inquiries, paperwork, organizing and assisting with initial information exchange and home visits. • Completing paperwork and lodging Working with Children Checks for all prospective carer households which includes primary carers, household members and regular household guests. • Arranging medical reports for prospective carers through liaison with and between the prospective carers and their medical service. • Liaising with nominated referees to complete written references for prospective carers as part of the assessment process. <p>All administrative tasks, documentation, data recording and any other tasks as directed by the Managers.</p>
<p><u>Key Result Area Two</u></p> <p>Where the Family Based out of home care teams are located logistically</p>	<p>Putting together options and a proposal for a model of Therapeutic Support that can be rolled out for staff and carers. This will likely involve;</p> <ul style="list-style-type: none"> • Determining best practise models of therapeutic support • Discussions with staff, carers, stakeholders across AFSS OOHC • Yarning circles or consultation with cultural subject matter experts • reviewing service agreements / KPI / Licensing requirements.



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	<p>building and workshopping a model that includes:</p> <ul style="list-style-type: none"> • overarching procedures, narrative, standards and principals • Developing tools and templates to match for all stages of the out of home care process • developing training for carers and staff alongside peers • Developing and training to the model <p>Following the development of the model, then rolling out a demonstration of the new model with one CLO / KLO / Resi Care Team Leader / House to problem solve and trial changes</p> <ul style="list-style-type: none"> • Roll out on a larger scale • Evaluate and imbed the process
<p><u>Key Result Area Three</u></p> <p>Service preparation for Specialist Care if we are successful in our tender and the transition of carer household from non ACCO NGO's to AFSS</p>	<p>AFSS are in the process of tendering for Specialist Foster Care, if we are successful in this tender there will need to be the development of:</p> <ul style="list-style-type: none"> • Position descriptions • Policies • Process • Licensing requirements <p>AFSS are also in the process of transitioning carer households from non ACCO NGO's to ACCO services. To make this successful the Program Support Officer will work with the Foster Care Manager and team to plan and implement these transitions:</p> <ul style="list-style-type: none"> • Attend meetings with our partner ACCO's • Action any meeting requirements in the alignment of our services • Support the CLOs with the incoming household and Young People support needs / planning and paperwork.
<p><u>Key Result Area Four</u></p> <p>Administration and Transparency</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"> • Establish and manage a Project Advisory Committee for the life of the project • Submitting high quality reports that are factual, clear and concise and adequately respond to the information required by the funding body • Ensuring that all clients contact, and engagement is appropriately documented and recorded through AFSS data systems (CRM, Log Books, Communication books, etc) • Ensure the appropriate use of AFSS Attendance System and Intranet is maintained • Ensuring that Application for Leave forms and supporting documentation are lodged within appropriate timeframes • Strong administration skills both written and verbal • Keeping up to date with sector developments and changes
<p><u>Key Result Area Five</u></p> <p>Service Excellence and</p>	<p>The incumbent will be expected to maintain an ongoing commitment to continuous improvement in the provision of services to internal and external stakeholders by:</p> <ul style="list-style-type: none"> • Actively demonstrating a commitment to Service Excellence across AFSS • Demonstrated application of the ability to function autonomously when required as well as a strong focus on teamwork.



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Continuous Improvement	<ul style="list-style-type: none"> Abiding by AFSS policies and procedures, Aspirations, Values and Strategic Plan Participating in continual improvement processes across all levels of AFSS Acting as an ambassador for AFSS during all interactions with clients, communities, partner agencies and services.
Person Specifications	
Physical Requirements	<ul style="list-style-type: none"> This position requires regular home visiting, office based and meetings outside of the office. This may require travel, walking up stairs or parking and walking some distances 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.
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 minimum of a Certificate IV in Community Services/Youth Work or equivalent, or currently studying, knowledge and competencies. The incumbent must hold the minimum qualification as required by DCP service agreement.</p>
Experience	<p>Experience in working with Aboriginal and Torres Strait Islander people and communities is essential. Experience in developing training materials, both written and audio-visual, is essential.</p>



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	Having an understanding of Out Of Home Care, models of service delivery, training and supports.
Skills	<p>Ability to design, develop and deliver learning resources for both Aboriginal and Torres Strait Islander people and organisations and non-Aboriginal workers and Carers to support culturally responsive and trauma informed service delivery.</p> <p>Demonstrated high-level organisational skills, communication skills, writing skills and an ability to positively interact with AFSS employees, project stakeholders, 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. • 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	Knowledge and a solid understanding of issues impacting upon Aboriginal and Torres Strait Islander children and families, including families subject to statutory intervention and the impacts of colonisation. An in-depth knowledge and working understanding of Aboriginal communities across South Australia.
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



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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.
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Acceptance of Job and Person Specifications

Employee

Name:	
Signature:	
Date:	