



Aboriginal Family Support Services
Together with the community

Case Manager/Homeless Navigator – Wardli-Ana- Towards Home Alliance- Southern Adelaide

Salary Range \$85,146- \$91,607 | Full Time

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 that has been providing services to Aboriginal families and communities across South Australia for over 40 years.

Your new role

Based in Metro and Southern Adelaide and reporting to the Manager, Wardli-ana, as a committed Case Manager known as a Homeless Navigator, you will work within a restorative practice framework and ensure cultural accountability. The Homeless Navigator provides ongoing support and service navigator for clients entering or seeking homeless support. This includes Assertive Outreach, Case Management, and in home support. You will be working within a highly skilled multi-disciplinary team within the Towards Home Alliance

Who we are looking for

You will understand the issues facing Aboriginal people and families who are experiencing homelessness. You will ability to negotiate and relate with stakeholders at all levels and establish and maintain a high degree of cultural and professional credibility. You will demonstrate ability to be effective in oral and written expression. You will be able to demonstrate your understanding of culturally responsive services and provide examples of your previous success engaging community with services successfully. You will also have demonstrated ability to effectively communicate with diverse Aboriginal communities on sensitive issues This role will require the successful applicant to follow the values and charter of the Towards Home Alliance whilst also ensuring AFSS practice approach is embedded in the services we are providing.

To be successful you will need:

- Extensive prior experience in family support and complex case management
- A South Australian Working with Children Check (WWCC)
- A NDIS Worker Screening Check clearance
- A National Police Clearance
- A Safe Environments for Children and Young People – Through their eyes Certificate
- A current Australian Drivers Licence
- Unrestricted eligibility to work in Australia

Don't have a WWCC? You can apply on-line at www.screening.sa.gov.au

Ideally you will also have

Certificate IV, diploma or degree in a community service related qualification;

If this sounds like you view the J&P in the AFSS Employment section www.afss.com.au

Then tell us in a 2 page cover letter (that reflects 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 call Bianca Ford on 0456 745 463 (Mon to Fri – 8am – 4pm)

Applications close 9am Friday 16 August 2024

Please Note: Previous applicants need not apply

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 role if a suitable candidate is identified.



Aboriginal Family Support Services

Job and Person Specifications

Position Details	
Position	Case Manager
Program	Towards Home Alliance- Wardli-ana
Classification	Social, Community, Home Care and Disability Services Industry Award 2010 Level 4
Hours	Full time
Hours per week	38 hours per week
Duration	Ongoing
Fixed term / maximum term end date	Not applicable.
Location	Christies Beach- will travel to other location within the programs as directed
Reporting Relationships	<p>The Case Manager- Homeless Navigator reports to the Manager(s) within the Wardli-ana and Homelessness services/AYCA. Who report to Senior Manager Specialised Services</p> <p>There is Team Leaders employed by the Baptist Care and AFSS that work within Wardli-ana team who will also oversee the running of the program and therefore may provide direction to the CEA. The Towards Home Alliance is built on a collaborative structure.</p>
Effective date	July 2024
Funding Sources	Towards Home Alliance
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

1. Wardli-Ana is the Aboriginal Specific program run by the Towards Home Alliance, our program partner is Baptist Care.
2. As a committed Case Manager known as a Homeless Navigator, you will work within a restorative practice framework and ensure cultural accountability.
3. The Homeless Navigator provides ongoing support and service navigator for clients entering or seeking homeless support.
4. The position contributes to embedding an innovative Aboriginal designed service model known as Wardli-ana where team members will work with our collaborators across the Toward Home Alliance in multi-disciplinary teams.
5. The Homeless Navigator 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.
6. The Homeless Navigator where appropriate will advocate for culturally safe services for Aboriginal families, ensure best practice is engaged and work towards the collective goal of ending homelessness in a culturally responsive and enriching way, together with the community.
7. To ensure the service is operated in accordance with service and quality standards, Funding Agreements, organisational policies and procedures, and accepted standards of practice.

Job Specifications

Key Result Areas

The Key Result Areas outline expectations that AFSS has of its Case Manager. They align with AFSS Aspirations, Values and Strategic Plan and requirements as outlined in both State and Australian Government Service Agreements. Case Managers will be required to participate in regular supervision with their manager against each of the Key Result Areas below. They align with the requirements of the Service Agreement and with AFSS Strategic and Operational Plans and AFSS Policies and Procedures.



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<p><u>Key Result Area One</u></p> <p>Cultural awareness and sensitivity</p>	<p>The incumbent will be expected to:</p> <ul style="list-style-type: none"> • As directed by the leadership team at Warli-ana the Homelessness Navigator is responsible for timely, culturally sensitive and appropriate responses to Homeless needs within the Wardli-ana team and within the Alliance as required. • The Homelessness Navigator will work alongside the Baptist Care employed Cultural Consultant across the THA office locations that house the Wardli-ana team. • Relate positively and respectfully to Aboriginal people and communities, be open to listen and learn, show humility and be non-judgmental and sensitive to individual and community needs. • Provide Culturally Responsive service and interventions to Aboriginal Children and families. • Liaise where appropriate, within the alliance partners and funders. • Develop and maintain positive and professional relationships within the alliance, the Wardli-ana team and within the sector. • Provide assertive outreach to the Adelaide Park Lands and other locations. • Work with other team members to improve service outcomes for clients and employees by effective complaint management, stakeholder feedback and responses to service audit processes.
<p><u>Key Result Area Two</u></p> <p>Case Management</p>	<p>The incumbent will be expected to</p> <ul style="list-style-type: none"> • Participate in processes to negotiate and advocate on behalf of Homelessness individuals and the broader community. • Provide leadership and collaboration within the Wardli-ana team. • Initiate, develop and maintain positive working relationships with key internal and external stakeholders. • With an understanding of collective culture, build safe, trusting, and consistent relationships with Aboriginal clients and their community members. • Grow our clients support system and ensure they are referred to and can access any supports they require both personal and professional. • Receive allocations of clients from Cultura Engagement Advisor, Team Leader, or Program Manager. • Provide early intervention and assessment to navigate the homelessness systems and applications. • Support the client and their community towards greater social justice outcomes and participation in the wider community towards ending racism and systems that negatively impact Aboriginal people. • Undertake professional practice, actively contribute to supervision and professional development, and perform work duties to an appropriate standard. • Seek opportunities to collaborate with partner Aboriginal Community-Controlled Organisations in the delivery of client work, ensuring the client's identity is honored and supported. • Refer the client towards safety outcomes, such as access to emergency accommodation, referrals to Domestic and Family Violence services. • Involves travel to clients and multiple office locations



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<p><u>Key Result Area Three</u></p> <p>Understanding and application of theory</p>	<p>The incumbent will:</p> <ul style="list-style-type: none"> • Link practice and decision making to current theory in the child protection/child development/ family support areas. • Engage staff in reflective practice and provide guidance through complex case management (where funding allows). • Integrate new frameworks and theories into practice and support staff to do so as well • Understand and use a range of applicable theories in guiding the engagement process, assessment, goal setting, interventions and review of progress in working with individual clients, families and communities • An understanding of the complex, intertwined issues facing families engaged with the child protection system such as impact of abuse and trauma, attachment theory, Loss and Grief, Alcohol and Other Drugs, child and adolescent development, Family Violence and others.
<p><u>Key Result Area Four</u></p> <p>Relationships and Accountability</p>	<p>The incumbent will be expected to</p> <ul style="list-style-type: none"> • Work 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 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><u>Key Result Area Five</u></p> <p>Safeguarding and best practice</p>	<p>The incumbent will be expected to</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 the safety of clients, their kinship family members and particularly children. Work with the client and kinship family to promote the safety of all 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><u>Key Result Area Six</u></p> <p>Administration and Transparency 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. • Abiding by AFSS policies and procedures, Aspirations, Values and Strategic Plan • Participating in continual improvement processes across all levels of AFSS



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Service Excellence and Continuous Improvement

- Acting 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.
- 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.

Actively manage the completion of administrative tasks including data reporting and the use of AFSS processes and tools to manage workloads and priorities:

- 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 (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.
- Assisting in the induction of new staff, introducing the team and assisting new staff familiarising with AFSS policies and procedures.
- Administering the staff roster, ensuring all shifts are covered according to the service requirements; ensuring that the roster is communicated to staff in a timely manner.
- Reviewing staff time sheets and supporting documentation for maintaining team members attendance on the organisation's attendance system.



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Person Specifications	
Physical Requirements	<ul style="list-style-type: none"> • This position is held in multiple offices 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>Certificate IV, Diploma or degree in a community service-related qualification.</p> <p>Training and experience in specific therapeutic approaches such as Solution Focused Therapy or Narrative Therapy will also be highly regarded.</p>
Experience	<p>Essential.</p> <p>Has strong cultural and community connections</p> <p>Demonstrated experience in working with Aboriginal families, as well as Aboriginal organisations</p> <p>Desirable.</p> <p>Demonstrated experience in Homelessness services</p> <p>Extensive experience in case management</p> <p>Experience in the delivery of Human Services</p>
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



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	<ul style="list-style-type: none"> • 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 work as a member of a team and contribute to a spirit of team cooperation • It is essential that the successful incumbent demonstrated ability to liaise with other agencies • It is essential that the successful incumbent has computer literacy
<p>WHS</p>	<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>
<p>Knowledge</p>	<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 as a whole.



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	<ul style="list-style-type: none"> • 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 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. 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
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:	
Signature:	
Date:	