



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

Salary Range \$82,063

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 Safe Environments for Children and Young People – Through their eyes Certificate
- A current Australian Drivers Licence
- Unrestricted eligibility to work in Australia
- Confirmation of being fully Vaccinated for COVID-19

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 services related qualification;

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

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 Nick on 0409 993 444 (Mon to Fri - 9am – 5pm)

Applications close 9am Wednesday 22 November 2023

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.



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Job and Person Specifications

Job Title: **Case Manager / Homeless Navigator Wardli-ana – Towards Home Alliance**

Role FTE:

Employee Name:

<p>Program Overview</p>	<p>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 Forum 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.</p> <p>Our key role has always been to ensure that Aboriginal communities and organisations 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</p> <p>In 2023 AFSS joined the Towards Home Alliance (THA) which is the consortium that provides homelessness services in the Adelaide CBD and the Southern suburbs. AFSS is committed to ensuring relevant and appropriate cultural services are provided to Aboriginal clients accessing our services. An important part of this work is to ensure that clients are supported to maintain a strong connection with their family, community and culture.</p>
<p>Position Objective</p>	<ul style="list-style-type: none"> - Wardli-Ana is the Aboriginal Specific program run by the Towards Home Alliance, our program partner is Baptist Care. - 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. - 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. - The Homeless Navigator will represent AFSS on an operational level at sector and alliance events and will have the ability to speak to cultural issues as they arise. - 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.
<p>Reporting Relationships</p>	<ul style="list-style-type: none"> - The Homeless Navigator reports to the AFSS Manager(s) within the Wardli-ana and Homelessness services / AYCA. - There are Team Leaders employed by Baptist Care and AFSS that work within Wardli-ana team who will also oversee the running of



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	<p>the program and therefore may provide direction to the CEA. The Towards Home Alliance is built on a collaborative structure.</p>
Funding	<ul style="list-style-type: none"> - This role is funded by the Towards Home Alliance.
Award/Salary	<ul style="list-style-type: none"> - Social, Community, Home Care and Disability Services Industry Award 2010 - Salary Range: Level 4
The Job	<p>Job Specification</p>
Key Result Areas	<ul style="list-style-type: none"> - The Key Result Areas outline the key expectations of the employee. They align with the requirements of The Towards Home Alliance 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.
<p>Key Result Area One</p> <p>Cultural awareness and sensitivity</p>	<ul style="list-style-type: none"> - As directed by the leadership team at Wardli-ana the Homeless 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 Homeless 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-judgemental 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>Key Result Area Two</p> <p>Case Management</p>	<ul style="list-style-type: none"> - Participate in processes to negotiate and advocate on behalf of Homeless 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 Cultural Engagement Advisor, Team Leader or Program Manager. - Provide early intervention and assessment to navigate the



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	<p>homeless systems and applications.</p> <ul style="list-style-type: none"> - 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 the 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. - Organisations in the delivery of client work, ensuring client's identity is honored and supported. - Provide assertive outreach to the Adelaide Park Lands, and other locations.
<p>Key Result Area Three</p> <p>Understanding and application of theory</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>Key Result Area Four</p> <p>Relationships and Accountability</p>	<ul style="list-style-type: none"> - Working with both internal and external stakeholders to establish and maintain positive partnerships across government, the Towards Home Alliance and Homeless sector. - Positively engage with individuals from a diverse range of backgrounds, including professionals, carers, parents and young people. - Ensure workload and work flow 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



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<p>Key Result Area Five</p> <p>Safeguarding and best practice</p>	<ul style="list-style-type: none"> - Ensure that services safeguard client's cultural identity and connections with their community in partnership and consultation with the client and community members. - Proactively assess safety of clients, their kinship family members and particularly children. Work with the client and kinship family to promote the safety of all, particularly children, ensuring there is a record of safety plans. - Report to relevant authority (SAPOL, CARL) where required. - Ensure 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. - Ensure compliance with relevant legislation, regulations, standards, codes and contracts. - Participate in client and staff consultation to identify areas for service improvement. - Utilise 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>Key Result Area Six</p> <p>Administration and Transparency</p> <p>And</p> <p>Service Excellence and Continuous Improvement</p>	<ul style="list-style-type: none"> - 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 body on H2H and other alliance SharePoint systems. - Ensuring that all client 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. - Maintain and model an ongoing commitment to continuous improvement in the provision of services to internal and external customers by: - Actively demonstrating a commitment to Service Excellence across AFSS - Demonstrated ability to function autonomously when required as well as a strong focus on teamwork - Abiding by AFSS policies and procedures, and Strategic and Operational Plans - 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. -
<p>The Person</p>	<p>Person Specification</p>
<p>Qualifications</p>	<p>Certificate iv, diploma or degree in a community services related</p>



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	<p>qualification</p> <ul style="list-style-type: none"> - Training and experience in specific therapeutic approaches such as Solution Focused Therapy or Narrative Therapy will also be highly regarded.
Experience	<ul style="list-style-type: none"> - It is essential that the successful incumbent has strong cultural and community connections - It is essential that the successful incumbent has demonstrated experience in working with Aboriginal families, as well as Aboriginal organisations - It is desirable that the successful incumbent has demonstrated experience in homelessness services - It is desirable that the successful incumbent has extensive experience in case management - It is desirable that the successful incumbent experience in the delivery of Human Services
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 - It is essential that the successful incumbent has demonstrated ability to integrate cultural experiences with philosophy and practice - It is essential that the successful incumbent has 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 has 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 has 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 has demonstrated ability to liaise with other agencies - It is essential that the successful incumbent has Computer literacy.
Knowledge	<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. - 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 the barriers for Aboriginal people engaged in the child protection, alternative care and juvenile justice systems - It is essential that the successful incumbent has knowledge and



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	<p>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</p> <ul style="list-style-type: none"> - It is essential that the successful incumbent has knowledge and understanding of the kinship systems and 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.
WHS	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 in AFSS and other THA work places.
Travel	Intrastate and interstate travel involving overnight absences may be required in some roles
Licences / Screening	All AFSS positions require employees to hold and maintain a current South Australian Driver's Licence, A Safe Environments for Children and Young People Certificate and Child Related Employment Screening or Working with Children Check.

Employee's signature

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Employee's name

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Date/...../.....

Employer's signature (Chief Executive)

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Employer's name

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Date/...../.....