



# Resident Support Officer (Tika Tirka)

Part-time Position | 20 Hours per week

Hourly rate – \$43.09

**Due to the specific nature of this role we are seeking an Aboriginal identified person.**

## Your new employer

Aboriginal Family Support Services is a lead, Aboriginal Community Controlled Organisation (ACCO) that has been providing services to Aboriginal families and communities across South Australia for over 40 years.

## Your new role

Resident Support Officer provide culturally safe supports through a model of self-empowerment to assist Residents to achieve their set goals and aspirations through the provision of mentoring, coaching, role modelling and encouragement for Residents at Tika Tirka.

## Who we are looking for

You will be passionate about supporting and improving the lives of young Aboriginal people. You will provide support to residents to maintain engagement and achievement in enrolled tertiary study or other education/training. An in-depth knowledge and working understanding of Aboriginal communities across South Australia and the challenges faced by Aboriginal children, young people, families and communities and a knowledge of tertiary education pathways and networks. You will have significant youth work experience and significant experience in working with Aboriginal Young people.

## To be successful you will need

- A South Australian Working With Children Check (WWCC)
- An NDIS workers check
- A current Provide First Aid Certificate (HLTAID003 or HLTAID011)
- A current unrestricted South Australian Drivers Licence
- A National Police Check
- A Safe Environments – Through their Eyes Certificate
- Unrestricted eligibility to work in Australia

Don't have a WWCC? You can apply on-line at [www.sa.gov.au/screening](http://www.sa.gov.au/screening)

## Ideally you will have

- A Certificate IV in Youth Work, Community Services and or demonstrated knowledge and competencies

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 (addressing the criteria 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 call Nick on 0409 993 444 (9am - 5pm Mon to Fri)

## Applications close on 9am Friday 23 August 2023

The position will only be open to Aboriginal or Torres Strait Islander applicants. The filling of this position is intended to constitute a special/equal opportunity measure under section 8(1) of the Racial Discrimination Act 1975 (Cth), and s 65 of the Equal Opportunity Act 1984 (SA).

**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	
<b>Position</b>	<b>Resident Support Officer</b>
<b>Program</b>	<b>Tika Tirka</b>
<b>Classification</b>	<b>Social, Community, Home Care and Disability Services Industry Award 2010 Level 4</b>
<b>Hours</b>	<b>Part Time</b>
<b>Hours per week</b>	<b>20 hours per week</b>
<b>Duration</b>	<b>Ongoing</b>
<b>Fixed term / maximum term end date</b>	<b>Not applicable.</b>
<b>Location</b>	<b>Adelaide</b>
<b>Reporting Relationships</b>	<p>The Resident Support Officer reports to the Manager, Aboriginal Youth Crisis Accommodation.</p> <p>The Manager of Aboriginal Youth Crisis Accommodation reports to the Senior Manager of Specialised Services</p> <p>The Senior Manager reports directly to the Chief Executive (CE).</p>
<b>Effective date</b>	<b>July 2024</b>
<b>Funding Sources</b>	<b>South Australia Housing Authority through Aboriginal Community Housing Limited – Tika Tirka</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>



# Aboriginal Family Support Services

## Job and Person Specifications

Program Overview	
<p>Aboriginal Family Support Services (AFSS) provides a range of services across South Australia including Tika Tirka, this is an accommodation service for Aboriginal and Torres Strait Islander students from, metro, remote and outer regional communities studying in Adelaide and accommodates post-secondary students from remote and regional locations engaged in further education and training. It's based on a model that provides students with the best opportunity to be successful in their education and learning, allowing young Aboriginal people to independently live and study in a metropolitan environment with others from diverse cultures and heritages.</p>	
Position Objectives	
<p>Resident Support Officer provide culturally safe supports through a model of self-empowerment to assist Residents to achieve their set goals and aspirations through the provision of mentoring, coaching, role modelling and encouragement for Residents at Tika Tirka</p>	
Job Specifications	
<p><b>Key Result Areas</b></p>	<p>The Key Result Areas outline expectations that AFSS has of its Resident Support Worker. They align with AFSS Aspirations, Values and Strategic Plan and requirements as outlined in both State and Australian Government Service Agreements. The Resident Support Worker 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 South Australia Housing Authority through Aboriginal Community Housing Limited – Tika Tirka Agreement and with AFSS Strategic and Operational Plans and AFSS Policies and Procedures.</p>
<p><b><u>Key Result Area One</u></b></p> <p><b>Support Residents to Maintain their Tenancy</b></p>	<p>The incumbent will ensure will Assist residents to successfully stabilise and sustain their tenancy and manage their responsibilities</p> <ul style="list-style-type: none"> <li>• Meeting with residents regularly</li> <li>• Provide support and guidance to assist residents with personal goals and aspirations as outlined in the individual plans Actively engage regularly with Residents, staff, and stake holders to assist residents as outlined in their Individual Plans</li> <li>• Ensuring that each resident understands their responsibilities.</li> </ul>
<p><b><u>Key Result Area Two</u></b></p> <p><b>Support residents to maintain engagement with education</b></p>	<p>The incumbent will be expected to Provide support to residents to maintain engagement and achievement in enrolled tertiary study or other education/training</p> <ul style="list-style-type: none"> <li>• Assess progress of residents study and grades at the end of each semester &amp; amend and update their Individual Plan accordingly</li> <li>• Maintain engagement with residents throughout the study year</li> <li>• Support residents to achieve employment &amp; other further training &amp; development opportunities</li> </ul>



# Aboriginal Family Support Services

## Job and Person Specifications

<p><b><u>Key Result Area Three</u></b></p> <p><b>Support residents to establish and build Independent Living Skills</b></p>	<p>The incumbent will be expected to Support Tenants to build their independent living skills by</p> <ul style="list-style-type: none"> <li>• Provide/Promote links to access health &amp; wellbeing, Centrelink and employment &amp; other community services</li> <li>• Consistently reflecting on the residents goals and aspirations</li> <li>• Role model appropriate skills and assist with enhancing of residents skills</li> <li>• Referrals to Independent living skills programs internally with AFSS or with external providers</li> <li>• Support residents to refer out to appropriate housing when tenancy is complete</li> </ul>
<p><b><u>Key Result Area Four</u></b></p> <p><b>Administration and Transparency</b></p>	<p>The incumbent will be expected to 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"> <li>• submitting high quality reports that are factual, clear and concise and adequately respond to the information required by Senior Managers, the Chief Executive and funding bodies</li> <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 Register and the use of Outlook Calendar to record daily movements, meetings and other work-related commitments</li> </ul> <p>Ensuring that Application for Leave forms and supporting documentation (Medical Certificates) are lodged within appropriate timeframes.</p>
<p><b><u>Key Result Area Five</u></b></p> <p><b>Service Excellence and Continuous Improvement</b></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"> <li>• Actively demonstrating a commitment to Service Excellence across AFSS</li> <li>• Demonstrated application of the ability to function autonomously when required as well as a strong focus on teamwork.</li> <li>• Abiding by AFSS policies and procedures, Aspirations, Values and Strategic Plan</li> <li>• Participating in continual improvement processes across all levels of AFSS</li> <li>• Acting as an ambassador for AFSS during all interactions with clients, communities, partner agencies and services.</li> <li>• demonstrated ability to function autonomously when required as well as a strong focus on teamwork</li> </ul>
<p><b>Person Specifications</b></p>	
<p><b>Physical Requirements</b></p>	<ul style="list-style-type: none"> <li>• This position is held in different offices and 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> </ul>



# Aboriginal Family Support Services

## Job and Person Specifications

	<ul style="list-style-type: none"> <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 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>	Extensive youth work knowledge, significant experience in working with Aboriginal young people.
<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> <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> </ul>



# Aboriginal Family Support Services

## Job and Person Specifications

	<ul style="list-style-type: none"> <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>	An in-depth knowledge and working understanding of Aboriginal communities across South Australia and the issues faced by Aboriginal children, young people, families, and communities and the challenges faced by Aboriginal children, young people, families and communities. A knowledge of tertiary education pathways and networks
<b>Travel</b>	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.
<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> </ul>
<b>General</b>	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:	