



Team Leader

Aboriginal Youth Crisis Accommodation

Salary Range \$85,146 to \$89,612

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 Team Leaders oversee the day-to-day operations of the Aboriginal Youth Crisis Accommodations with a focus on administration tasks, intake and assessment, data reporting, managing the daily running of the service, direct support to clients and coordinating the team's efforts in supporting the day to day needs of clients. Team Leaders support Youth Support Workers in their efforts to build the capacity of clients to live independently through the facilitation of in-house and external programs.

We are looking for someone who:

- Can support staff to develop and maintain positive relationships with clients.
- Can engage and encourage young people to participate in the household to develop their independence
- 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 Nicholas Ward on 0409 993 444 **(9am-5pm Mon-Fri)**

Applications close at 9am on Wednesday 9 October 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	Team Leader
Program	Aboriginal Youth Crisis Accommodation
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	Metropolitan Adelaide South
Reporting Relationships	Team Leaders report to the Manager, Aboriginal Youth Crisis Accommodation. The Manager reports to the Senior Manager Metropolitan Services.
Effective date	August 2024
Funding Sources	Towards Home Alliance (South Australian Housing Authority, Government of South Australia).
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).



Aboriginal Family Support Services

Job and Person Specifications

Program Overview	
<p>AFSS operate two (2) crisis accommodation services with support from the Towards Home Alliance and will work closely with Baptist Care SA to provide services to Aboriginal and Torres Strait Islander people. Services are located in metropolitan Adelaide. The primary aim of the service is to provide crisis accommodation and related support services to Aboriginal people (15 to 25), who are homeless or at imminent risk of homelessness, achieve the maximum possible degree of self-reliance and independence. Central to the service is a focus on resolving crisis, re-establishing family and cultural links and building on the capacity of young people to live independently of homelessness services.</p>	
Position Objectives	
<p>Team Leaders oversee the day to day operations of Olga Fudge Lodge and Narungga House. There is a focus on administration tasks, intake and assessment, data reporting, managing the daily running of the service, direct support to clients and coordinating the team's efforts in supporting the day to day needs of clients. Team Leaders support Youth Support Workers in their efforts to build the capacity of clients to live independently through the facilitation of in-house and external programs.</p>	
Job Specifications	
Key Result Areas	<p>The Key Result Areas outline the key expectations of the employee. They align with the requirements of the Towards Home Alliance Service Agreement 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>
<u>Key Result Area One</u> Client Focused Services	<p>Team Leaders role model to employees:</p> <ul style="list-style-type: none"> • The development and maintenance of respectful working relationships with clients staying in the service • Positive ways of working with, encouraging and supporting clients to go about their daily routines • A requirement to work closely and respectfully with clients to ensure they are receiving Australian Government entitlements and are equipped with adequate identification to establish bank accounts, apply for rental properties, etc.
<u>Key Result Area Two</u> Client Led Activities	<p>Team Leaders actively demonstrate and set examples with Youth Support Workers around:</p> <ul style="list-style-type: none"> • Actively engaging and encouraging young people to participate in the running of the household, and building their capacity to live independently, including cleaning routines, menu planning and shopping • Taking the time to engage with clients about their life stories and their current circumstances and opportunities to debrief about their worries • Taking a proactive approach to the facilitation of in-house and external programs, events and activities that engage clients in social, cultural and sporting opportunities.
<u>Key Result Area Three</u>	<p>Team Leaders:</p> <ul style="list-style-type: none"> • Assist the Manager to ensure that all employees maintain 100% compliance including Working With Children Checks, Through their Eyes (Safe Environments), In Safe Hands, Drivers Licence and Provide First Aid



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<p>Compliance, Budget and Expenditure</p>	<ul style="list-style-type: none"> • Ensure that expenditure, and the use of petty cash follows AFSS procedures and that all purchases reflect the correct use of AFSS expenditure and purchasing requirements • Are responsible for monitoring staff attendance (and the Attendance Register) on a daily basis and for ensuring all shifts are covered when employees are on leave or unable to come to work due to illness.
<p>Key Result Area Four</p> <p>Administration and Transparency</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"> • 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 • Ensuring that all client contact and engagement is appropriately documented and recorded on AFSS data collection systems – CRM, DEX, H2H (and other data systems as required) • 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 • Ensuring that Application for Leave forms and supporting documentation (Medical Certificates) are lodged within appropriate timeframes.
<p>Key Result Area Five</p> <p>Service Excellence and Continuous Improvement</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"> • 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 • Ensuring that all client contact and engagement is appropriately documented and recorded on AFSS data collection systems – CRM, DEX, H2H (and other data systems as required) • 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 • Ensuring that Application for Leave forms and supporting documentation (Medical Certificates) are lodged within appropriate timeframes.
<p>Person Specifications</p>	
<p>Physical Requirements</p>	<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.



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Job and Person Specifications

<p>Psychological Requirements</p>	<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.
<p>Qualifications</p>	<p>Community Services or Youth Work qualifications including undergraduate, post graduate qualifications and or diploma level qualifications. Leader and Team Leader qualifications highly regarded.</p>
<p>Experience</p>	<p>Experience in working with Aboriginal individuals, families and communities or the ability to do so is essential. Experience as an Events, Marketing and Carer Recruitment Officer in similar type roles will be highly regarded</p>
<p>Skills</p>	<p>Skills in managing multiple tasks and deadlines and working closely and efficiently with a range of internal and external stakeholders across the child protection system are highly desirable.</p> <ul style="list-style-type: none"> • Strong analytical skills with the ability to interpret data and make date-driven decisions • Excellent communication skills, both verbal and written communication, interpersonal and relationship building skills • Ability to communicate effectively with a wide range of individuals from diverse cultures and positions • Proficiency in CRM tools • Proficient in using various recruitment tools and platforms • Creative thinker with the ability to develop innovative engagement strategies and problem solve • Ability to multitask effectively while maintaining attention to detail • Excellent problem-solving abilities with a proactive approach • Strong project management skills with the ability to meet deadlines and manage multiple initiative simultaneously • Ability to work independently and as part of a team, with a strong sense of accountability
<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>



Aboriginal Family Support Services

Job and Person Specifications

	<ul style="list-style-type: none"> • Ensure understanding of 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 of the NGO sector with a particular focus on the homelessness sector. Knowledge of the ongoing and changing nature of government and the processes associated with contract management.
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:	



Aboriginal Family Support Services

Job and Person Specifications

Date:

Date:	
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