



## Aboriginal Family Support Services

### Job and Person Specifications

<b>Position Details</b>	
<b>Position</b>	<b>Youth Support Worker</b>
<b>Program</b>	<b>Residential Services</b>
<b>Classification</b>	<b>Social, Community, Home Care and Disability Services Industry Award 2010 Level 3</b>
<b>Hours</b>	<b>Casual</b>
<b>Hours per week</b>	<b>As required</b>
<b>Duration</b>	<b>Ongoing</b>
<b>Fixed term / maximum term end date</b>	<b>Not applicable.</b>
<b>Location</b>	<b>Metro - Adelaide</b>
<b>Reporting Relationships</b>	<b>The Support Worker reports directly to the Team Leader who reports directly to the Manager Residential Services. The Manager report to the Senior Manager Residential Services. The Senior Manager reports directly to the CE.</b>
<b>Effective date</b>	<b>February 2025</b>
<b>Funding Sources</b>	<b>Department for Child Protection</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>



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Program Overview	
<p>Aboriginal Family Support Services (AFSS) provides a range of services across South Australia including Out of Home Care - Residential Care Services which provides emergency, short term and long-term care for Aboriginal children and young people under the Guardianship of the Chief Executive. The children and young people, up to 18 years of age, are cared for in a home style setting with staff on a 24/7 roster – 365 days per year.</p>	
Position Objectives	
<p>AFSS Support Workers are responsible for enhancing and ensuring the delivery of programs and services that facilitate the development of children and young people who are unable to live with family or be placed with kin or a foster family.</p>	
Job Specifications	
<p><b>Key Result Areas</b></p>	<p>The Key Result Areas outline expectations that AFSS has of its Youth Support Worker. They align with AFSS Aspirations, Values and Strategic Plan and requirements as outlined in both State and Australian Government Service Agreements. Youth Support Workers will be required to participate in regular supervision with their Team Leader against each of the Key Result Areas below. They align with the requirements of the DCP Service Agreement and with AFSS Strategic and Operational Plans and AFSS Policies and Procedures.</p>
<p><u>Key Result Area One</u></p> <p><b>Facilitate the Development of Social and Living Skills</b></p>	<p>The incumbent will ensure that they facilitate the development of social and living skills of Aboriginal children and young people within a culturally responsive, therapeutically informed environment by:</p> <ul style="list-style-type: none"> <li>• Engaging with Aboriginal children and young people to support them in all aspects of life, both in the home and wider community.</li> <li>• Maintaining positive social and professional interaction with Aboriginal children and young people as well as other staff members.</li> <li>• Developing and facilitating cultural, educational, and recreational activities both in the home and wider community.</li> <li>• Providing structure, routines and positive role modelling for Aboriginal children and young people.</li> <li>• Providing the opportunity for Aboriginal children and young people to develop age-appropriate life skills.</li> <li>• Ensuring routine tasks are completed to maintain residence and to meet physical needs of child and young person - this includes daily household cleaning and cooking tasks.</li> <li>• Driving children / young people as required and ensuring to follow Australian Road Rules, South Australia – or other states when applicable.</li> <li>• Ensuring Aboriginal children and young people are supported to transition in and out of AFSS residential services.</li> </ul>
<p><u>Key Result Area Two</u></p>	<p>The incumbent will be expected to mentor and support to assess and respond to the individual needs of Aboriginal children and young people through:</p> <ul style="list-style-type: none"> <li>• Observing and accurately recording behaviors, needs and interactions of Aboriginal children and young people.</li> </ul>



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<p><b>Assess and Respond to Individual Needs</b></p>	<ul style="list-style-type: none"> <li>• Engagement in educational, recreational, and community-based activities as appropriate, and in accordance with the child or young person’s case plan or cultural plan.</li> <li>• Ensuring that medications are administered in accordance with AFSS policies and procedure.</li> <li>• Maintenance of family, country, culture, and community connections as outlined in care and cultural plans.</li> <li>• Sensitive responses to information given by Aboriginal children and young people.</li> <li>• Respect and understanding of Aboriginal children and young people’s personal beliefs and Cultural values.</li> <li>• Listening to and recording children’s and young people’s opinions and decisions that affect them.</li> <li>• Participation in relevant meetings and appointments affecting Aboriginal children and young people.</li> <li>• Contributions to the development, implementation and review of care and cultural plans.</li> </ul>
<p><b>Key Result Area Three</b> <b>Learning and Engagement with Service</b></p>	<p>The incumbent will facilitate and assist to maintain an ongoing commitment and improvement to professional development and review of services by:</p> <ul style="list-style-type: none"> <li>• Ensuring practices are compliant with sector standards of care.</li> <li>• Ensuring ongoing professional development by attending and participating in training opportunities as identified by AFSS.</li> <li>• Participating in regular supervision and completion of Individual Work Plans with the Team Leader</li> <li>• Active participation in Team Meetings</li> </ul>
<p><b>Key Result Area Four</b> <b>Administration and Transparency</b></p>	<p>The incumbent will be expected to guide in their attention to and completion of administrative tasks including data reporting and the use of AFSS processes and tools to manage workloads and priorities by:</p> <ul style="list-style-type: none"> <li>• Ensuring that all clients contact, and engagement is appropriately documented and recorded through AFSS data systems (CRM, Logbooks, Communication books, etc.)</li> <li>• Ensuring the appropriate use of AFSS Attendance System and Intranet is maintained.</li> <li>• Ensuring that Application for Leave forms and supporting documentation are lodged within appropriate timeframes.</li> <li>• Submitting high quality reports that are factual, clear and concise and adequately respond to the information required by the funding body</li> </ul>
<p><b>Key Result Area Five</b> <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>• Commitment to the permanent part time roster to maintain continuity of care</li> </ul>



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<b>Person Specifications</b>	
<b>Physical Requirements</b>	<ul style="list-style-type: none"> <li>• This position is held in an accommodation house that includes a staff office 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> <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>	<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>
<b>Experience</b>	<p>Experience in working with Aboriginal children and young people at risk- or the ability to do so is essential. Experience in recreational, practical and social living skills programs for children and young people. Experience in working with individuals and or group work, family work and working with community groups.</p>
<b>Skills</b>	<p>Demonstrated ability to relate to Aboriginal children and young people and to work with them to achieve change and quality outcomes., Demonstrated ability to work within a team and communicate effectively. Computer literacy with the Microsoft Office suite of products. High-level of organisational and interpersonal skills, Demonstrated writing skills. Demonstrated ability to positively interact with AFSS staff, clients, sector representatives and community. Ability to Lead the team to success.</p>



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<p><b>WHS</b></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"> <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> <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>
<p><b>Knowledge</b></p>	<p>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</p> <p>An in-depth understanding and up to date knowledge of Trauma Informed practices and Therapeutic Residential Care.</p>
<p><b>Travel</b></p>	<p>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.</p>
<p><b>Licences / Screening</b></p>	<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> <li>• As suitable via Psychological Suitability Assessment</li> <li>• First Aid Certificate (HLATAID003/HLTAID011/HLTAID012)</li> <li>• Infant safety Training Certificate</li> <li>• Fire Safety Training Certificate.</li> </ul>



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<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.
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### Acceptance of Job and Person Specifications

#### Employee

Name:	
Signature:	
Date:	