



Aboriginal Family Support Services

Job and Person Specifications

Position Details	
Position	Case Worker – Intensive Family Services
Program	Stronger Families
Classification	Social, Community, Home Care and Disability Services Industry Award 2010 Salary Range: Level 4
Hours	Full time
Hours per week	38 Hours
Duration	Ongoing
Fixed term / maximum term end date	Not Applicable
Location	Metro North – Adelaide
Reporting Relationships	The Case Worker reports to the Case Manager, who in turn reports to the Senior Manager, Therapeutic Services. The program works closely with the Department of Human Services and Department for Child Protection (DCP).
Effective date	February 2025
Funding Sources	This role is funded by the Department of Human Services and or Department of Child Protection.
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 Stronger Families Program is committed to either keeping children safely at home with their families or, if they have been removed, to have them returned to their family's safe care. We are committed to empower families to cope with the challenges they are facing. We seek to preserve and strengthen family relationships to ensure children and young people live in safe, secure and stable homes.

There are 3 services within Stronger Families – Together with Family Service, Intensive Family Service and Reunification Service.

Position Objectives

Stronger Families Case Worker, under the direction of the Case Manager, will engage with families to provide support to allow families to build skills and capacity to allow them to keep children safely in their care and remain out of the child protection. This position works alongside families to create plans, build skills and resilience and connect with community and services to build a strong network of supports.

In cases where children have been removed and brought into the Child Protection system, the Case Worker will support families to identify and address challenges they are facing that brought them into the Child Protection system and build their capacity. The Case Workers address barriers that are preventing them from providing adequate care for their children.

The level of intensity of support will depend on which program the family is working with.

In the case of Reunification, the Case Worker will work alongside DCP as a key part of the care team and support families at Reunification court as required.

Across these 3 services we support families with a range of complex issues such as Loss and Grief, transgenerational trauma, Alcohol and other Drug concerns, Family and Domestic Violence issues, Housing stability, Physical and Mental Health issues, Parenting concerns, school attendance and other factors, which may result in Child Protection involvement.

Job Specifications

Key Result Areas

The Key Result Areas outline the expectations of the employee. They align with the requirements of the Stronger Families Funding Agreement the Department of Human Services, Department of Child Protection, 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. This is not an exhaustive list and there may be changes or additional tasks required in response to changing program needs. Employees are required to follow all reasonable directions from their manager.



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<p><u>Key Result Area One</u></p> <p>Cultural Awareness and Safety</p>	<p>The incumbent will relate positively and respectfully to Aboriginal people and communities, be open to listening and learning, showing humility and be non-judgmental and sensitive to individual and community needs.</p> <p>Provide Culturally Responsive service and interventions to Aboriginal children and families.</p> <p>Advocate for consistent consideration, and application of the Aboriginal and Torres Strait Islander Child Placement Principle.</p>
<p><u>Key Result Area Two</u></p> <p>Understanding and Application of Theory</p>	<p>The incumbent will be expected to assist families to identify, acknowledge and address child protection concerns using a strength and risks-based, family-centered and culturally responsive practice approach.</p> <p>Achieve outcomes with families that result in sustained change.</p> <p>Understand and implement 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.</p> <p>Integrate new theory/models into practice in line with best practice.</p>
<p><u>Key Result Area Three</u></p> <p>Relationship skills</p>	<p>The incumbent will engage with families by being empathic and building rapport; to assist the family to be motivated to change; and to build and maintain a therapeutic relationship during the course of intervention.</p> <p>Build, negotiate and maintain relationships in a collaborative, cooperative and client-centered manner; to negotiate and manage conflict; and to work with and become part of an extended team.</p> <p>Demonstrate accountability to all stakeholders by being honest and transparent and applying skills of reflection, analysis, clear communication, having a clear sense of purpose, paying attention to detail, and acting in a timely manner.</p> <p>Working with families in their homes, other community settings and supporting clients to access a range of services is required by this role. Work outside of standard hours may be required to meet the needs of families.</p>



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<p><u>Key Result Area Four</u></p> <p>Administration and Transparency</p>	<p>Actively manage the completion of administrative tasks including data reporting and the use of AFSS processes and tools to manage workloads and priorities:</p> <p>Submitting high quality reports that are factual, clear and concise and adequately respond to the information required by the funding body</p> <p>Ensuring that all clients contact, and engagement is appropriately documented and recorded on AFSS data collection systems – CRM and R2D2 (and other data systems as required by AFSS policy).</p> <p>Making use of the appropriate timekeeping processes at AFSS including the Attendance System and the use of Outlook Calendar to record daily movements, meetings and other work-related commitments</p> <p>Ensuring that Application for Leave forms and supporting documentation (Medical Certificates or Statutory Declarations) are lodged within appropriate timeframes.</p>
<p><u>Key Result Area Six</u></p> <p>Service Excellence and Continuous Improvement</p>	<p>The incumbent will maintain and model an ongoing commitment to continuous improvement in the provision of services to internal and external customers by:</p> <ul style="list-style-type: none"> • 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. • 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. • OH&S – All AFSS employees have an obligation to work safely at all times 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. • 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.



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Person Specifications	
Physical Requirements	<ul style="list-style-type: none"> • This position requires regular home visits, office based and meetings outside of the office. This may require travel, walking upstairs 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.
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>Relevant qualifications in Human Services (such as Social Work or Social Science). Significant experience in a similar role will be considered.</p> <p>Minimum qualifications as required by DCP service agreement, or willingness to complete within first 12 months.</p> <p>Training in specific therapeutic approaches such as Solution Focussed Therapy, Family Therapy or Narrative Therapy will be highly regarded.</p>



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<p>Experience</p>	<p>Experience in working with Aboriginal families, particularly in a family support or therapeutic context</p> <p>Experience working with families who have experienced or are experiencing acute or chronic disadvantage and/or trauma and loss</p> <p>Experience working as a practitioner in Human Service Programmes such as those provided by AFSS</p> <p>Experience in working with families experiencing a range of difficulties</p> <p>Experience working with families involved in the Child Protection System</p>
<p>Skills</p>	<p>Demonstrated high-level organisational skills, communication skills, writing skills and an ability to positively interact with AFSS staff, clients, sector representatives and community.</p> <p>Computer literacy with the Microsoft Office suite of products.</p>
<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 obliged 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>Participate in the development of site and agency-based policies and procedures where required</p>

Knowledge	<p>A sound understanding of the issues facing Aboriginal families which have impacted on individual, family and community wellbeing and which led them to be involved with the child protection system.</p> <p>Understanding the primary importance of the spiritual and cultural connection Aboriginal people have with their country, family and community and the importance of Cultural Safety.</p> <p>A significant knowledge base in the areas relevant to child protection, including the impact of abuse and neglect; attachment and bonding; healing trauma, grief and loss; child and adolescent development; parenting and life skills development; and behavior management strategies.</p> <p>Knowledge of the Child and Young Person (safety) Act 2017, the role of DCP and of the Aboriginal and Torres Strait Islander Child Placement Principle.</p> <p>Demonstrated understanding of Discrimination and Equal Opportunity issues as they relate to service delivery for Aboriginal people.</p>
Travel	<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>
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	<p>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 overall business objectives of the organisation.</p>

Acceptance of Job and Person Specifications

Employee

Name:	
Signature:	
Date:	