



# Manager, Mount Gambier Services

Salary Range - \$102,574 - \$107,099

Including a Fully Maintained Motor Vehicle

*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

As a Manager of Mount Gambier Services, you will be responsible for ensuring that we provide culturally appropriate care, support and services for Aboriginal children and young people, foster & kinship carers, and community members.

You will lead and develop a team of dedicated coordinators and workers providing supports that are trauma-informed, understanding, skilled and therapeutic.

## Who we are looking for

You will need to demonstrate extensive management expertise and skills in leading and managing successful teams in service delivery. This will include the demonstrated ability to develop and build relationships with all stakeholders through an inclusive team oriented approach.

You will have a significant understanding and knowledge of current issues, policies and trends in the area of child protection, disability and community services.

You will have experience working with government departments and similar funding bodies. You will likely have qualifications in Management and in the Social Sciences field or similar.

## To be successful you will need

- A South Australian Working With Children Check (WWCC)
- A NDIS Worker Check
- A National Police Check
- A current Provide First Aid Certificate (HLTAID003 or HLTAID011)
- To be Assessed as suitable via a Psychological Suitability Assessment
- A current unrestricted Australian Drivers Licence
- Unrestricted eligibility to work in Australia
- Confirmation of being fully vaccinated for COVID-19 including Booster

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

**Then** tell us in a 2 page cover letter (addressing 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](mailto:recruitment@afss.com.au)

For more information please call Katharine Micka on 0419 497 240 **(M-F, 9am-5pm)**

**Applications close 9am Monday 15 July 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 role if a suitable candidate is identified.**



# Aboriginal Family Support Services

## Job and Person Specifications

Job Title: **AFSS Manager, Mount Gambier**

Employee Name:

<p><b>Program Overview</b></p>	<p>Aboriginal Family Support Services (AFSS) provides a range of services to the Aboriginal Community throughout South Australia. Through strong leadership Aboriginal Family Support Services will influence change in policies and service delivery in all areas of capacity building within Aboriginal families and communities.</p>
<p><b>Position Objective</b></p>	<p>As the Manager, Mount Gambier, ensure the effective and efficient use of human, financial and physical resources in the provision of programs and services in the Mount Gambier region. This includes but is not limited to: programs that meet emerging needs; direct delivery of services to clients; and people with disability. The role may also require the management of specific AFSS programs and/or services, including a Residential Services Program.</p> <p>Residential Services provides therapeutically informed and culturally responsive care and support programs and services that facilitate the development of children and young people, who are unable to live with their families (or be placed with a foster family).</p>
<p><b>Reporting Relationships</b></p>	<p>The Manager, Mount Gambier reports to the Senior Manager, Regional Services.</p>
<p><b>Funding</b></p>	<p>Department of Child Protection, National Indigenous Australians Agency,</p>
<p><b>Award / Salary</b></p>	<p>Social, Community, Home Care and Disability Services Industry Award 2010 Salary Range: Level 6</p>
<p><b>The Job</b></p>	<p><b>Job Specification</b></p>
<p><b>Key Result Areas</b></p>	<p>The Key Result Areas outline the key expectations of the incumbent. They align with the requirements of the AFSS Strategic and Operational Plans and AFSS Policies and Procedures. The incumbent will be required to participate in regular supervision against each of the Key Result Areas as detailed below.</p>
<p><u>Key Result Area One</u></p> <p>Provision of Programs and Services</p>	<p>Through appropriate monitoring, planning, networking, and relationship strategies and activities, ensure that Mount Gambier based programs and services provided by AFSS meet organisational, client and community needs, and funding body requirements.</p> <p>Direct and oversight the efficient and effective provision of services in Mount Gambier and the surrounding communities that meet the needs of the Agency.</p> <p>Direct, oversight and take responsibility for the effective management and provision of financial, human and physical resources to ensure the efficient and effective delivery of programs and services in the region.</p>



# Aboriginal Family Support Services

## Job and Person Specifications

	<p>Ensure a risk management strategy is developed, implemented and maintained that provides for the ongoing efficient and effective delivery of the Mount Gambier based programs and services.</p>
<p><u>Key Result Area Two</u> Ensure the Support and Development of children and young people in care</p>	<p>Ensure that the Programs and Services, including the Residential Services Program provide a level of care and safety; expected by community standards, contained in service agreements, and accorded by relevant legislation.</p> <p>Ensure that strategies and programs are in place so that staff are competent and trained to deliver appropriate care and support for the personal development of each child and young person and person with a disability.</p> <p>Ensure that the cultural needs and wishes of children and young people in care, and persons with a disability, are recognised and met.</p> <p>Ensure that strategies, programs and services are provided that provide children and young people, and persons with a disability, with a voice and connections to family and community.</p> <p>Ensure that where necessary, appropriate therapeutic programs and services are provided in supporting children and young people and persons with a disability, experiencing trauma and grief.</p> <p>Ensure that the cultural needs and wishes of children and young people and persons with a disability, in care are recognised and met.</p>
<p><u>Key Result Area Three</u> Resources and Service Accountability</p>	<p>Ensure that the Residential Services houses are maintained as trauma informed, culturally responsive and therapeutically focussed, welcoming and safe environments for both residents and staff.</p> <p>Ensure that all activities required to maintain and provide appropriate standards of living for residents are routinely undertaken and monitored for compliance.</p> <p>Ensure a co-ordinated service delivery is achieved through the development and maintenance of partnerships with relevant agencies engaged in child protection, family reunification and the provision of Residential Care.</p> <p>Contribute to the overall effectiveness and development of AFSS through the application of customer service and continuous improvement principles, including collaborative relationships with stakeholders and service providers.</p> <p>Represent the values of AFSS in all your dealings with clients, staff and other stakeholders.</p> <p>Completion of annual licensing requirements for AFSS accommodation facilities.</p>
<p><u>Key Result Area Four</u> Administration and Transparency</p>	<p>Ensure efficient data recording and collection occurs for all areas of the program including completion of funding reports and other reports required from time to time.</p> <p>Monitor and assess the quality of client records to ensure the appropriate documentation of client information so that it contributes to the best level of care and support being provided to each child and young person in our care.</p> <p>Direct, actively oversight (or just 'oversee') and take responsibility for the effective management and provision of financial and physical resources to</p>



# Aboriginal Family Support Services

## Job and Person Specifications

	ensure the efficient and effective delivery of services including: staffing and attendance matters, leave forms, expenditure requests and all associated administrative tasks.
<p><u>Key Result Area Five</u></p> <p>Service Excellence and Continuous Improvement</p>	<p>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"> <li>• Providing and demonstrating leadership, and role modelling appropriate standards to staff</li> <li>• Actively promoting and demonstrating a commitment to Service Excellence across AFSS</li> <li>• Application of the ability to function autonomously when required as well as a strong focus on teamwork</li> <li>• Actively promoting and demonstrating a commitment to AFSS policies and procedures, Vision, Values, Strategic and Operational Plan</li> <li>• Act as an ambassador for AFSS during all interactions with clients, communities, partner agencies and services</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> </ul>
<b>The Person</b>	<b>Person Specification</b>
<b>Qualifications</b>	A degree in Social Work /Social Sciences/ Psychology or diploma in Human Services/Youth Work, together with management qualifications and/or demonstrated expertise, and significant experience in the provision of human services.
<b>Experience</b>	<p>It is essential that the incumbent is able to evidence and demonstrate their ability, gained through:</p> <ul style="list-style-type: none"> <li>• Significant experience in the development and delivery of human service programs, particularly related to Child Protection</li> <li>• Significant experience in inter-agency collaboration</li> <li>• Significant experience in management of staff and resources</li> <li>• Significant experience in working with community groups and with Aboriginal communities</li> </ul>
<b>Skills</b>	<p>It is essential that the incumbent is able to evidence and demonstrate the following set of skills:</p> <ul style="list-style-type: none"> <li>• Demonstrated high level management, analytical and problem solving ability</li> <li>• Proven high level ability to negotiate and advocate successfully on</li> </ul>



# Aboriginal Family Support Services

## Job and Person Specifications

	<p>behalf of client and community needs</p> <ul style="list-style-type: none"> <li>• Demonstrated ability to successfully interact with the Aboriginal community and operate within a culturally competent framework</li> <li>• Demonstrated management and leadership skills including delegation, management of staff, team building and conflict resolution</li> <li>• Demonstrated high level interpersonal skills including verbal and written communication, networking, and partnerships with local service providers</li> <li>• Demonstrated high level ability to initiate, develop and maintain positive working relationships with key internal and external stakeholders</li> <li>• Proven ability and initiative in the design, coordination and implementation of programs and/or services to meet client and community needs</li> <li>• Demonstrated high level ability to deliver and meet service objectives and outcomes</li> <li>• Demonstrated computer literacy, particularly with the Microsoft Office suite of products</li> <li>• Demonstrated financial and budget management ability</li> <li>• Demonstrated ability to contribute to the overall management of an agency in line with the agencies vision and values</li> </ul>
<p><b>Knowledge</b></p>	<p>It is essential that the incumbent is able to evidence and demonstrate knowledge in respect to the following:</p> <ul style="list-style-type: none"> <li>• Demonstrated knowledge and understanding of relevant legislation</li> <li>• Demonstrated knowledge and understanding of the Child Protection system</li> <li>• Demonstrated knowledge in the delivery of human service programs, particularly as they relate to this position</li> <li>• Demonstrated knowledge and understanding of the diversity of Aboriginal communities across South Australia</li> <li>• Demonstrated knowledge of past and current issues relevant to the clients and community to which AFSS provides a range of services</li> <li>• Knowledge of the Aboriginal Child Placement Principle</li> <li>• Knowledge of theory and practice in working with vulnerable children and young people and people with a disability</li> </ul>
<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 Occupational 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>• 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.</li> </ul>



# Aboriginal Family Support Services

## Job and Person Specifications

<b>Travel</b>	Intrastate and interstate travel involving overnight absences may be required in some roles, which may include travelling in small aircraft
<b>Licences / Screening</b>	All AFSS positions require employees to hold and maintain a current: South Australian Drivers Licence; Safe Environments for Children and Young People Certificate; Working With Children Check (WWCC). Assessment as suitable via a Psychological Suitability Assessment and a Provide First Aid Certificate (HLATAID003 or HLATAID011 ) are required for direct client work in all residential based positions. These requirements are mandatory.
<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.

### Signatories

.....  
Employees Signature

.....  
Employers Signature

.....  
Employees Name

.....  
Employers Name

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

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