



Aboriginal Family Support Services  
Together with the community

# Case Manager - Reunification

## Metro North

### Salary Range \$88,782 - \$94,947

**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**

Based in Salisbury and reporting to the Senior Manager, Therapeutic Services, this role involves working in family homes in a strengths based way, with parents to address Child Protection Concerns in order to allow children to return to their care. This challenging but rewarding role will see you working with families in crisis and helping them find their own solutions to safety and improved wellbeing. You will work in partnership with families, the Department for Child Protection and other services to provide coordinated support that is culturally safe, intentional and child focussed with the aim of supporting the Reunification of children.

Therapeutic, assertive and family focused casework is used to support families to address child protection concerns so children can return safely to their care.

The Case Manager is responsible for the day to day program delivery in the region. This includes the supervision of a small team, providing case direction and supervision to the Case Worker(s). At times the Case Manager will also carry a small caseload.

#### **Who we are looking for**

You will understand the issues facing Aboriginal families that can make raising children a major challenge. You will be passionate about working alongside families to make positive change and to create strong, safe and connected families. You will have strong relationship building and communication skills, experience in case management or family support and as a leader of small teams.

#### **To be successful you will need**

- Extensive prior experience in family support and complex case management
- Experience in team leadership and supervision
- A South Australian Working with Children Check (WWCC)
- A Safe Environments for Children and Young People – Through their eyes Certificate
- A current South Australian Drivers Licence
- Unrestricted eligibility to work in Australia
- Confirmation of being fully Vaccinated for COVID-19

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

#### **Ideally you will also have**

- Qualifications in Social Work, Social Sciences or Community Services, or similar;

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 and person specification

**Then** tell us in a 2 page cover letter (that reflects 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 Kate on 0409 999 623 **(Mon to Fri - 9am – 5pm)**

**Applications close 9am Monday 22 August 2022**

**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.**



# Aboriginal Family Support Services

## Job and Person Specifications

Job Title: **Case Manager Stronger Families Program – Reunification Service**

Employee Name:

<p>Program Overview</p>	<p>Aboriginal Family Services Stronger Families Program is committed to keeping children safely at home and 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.</p> <p>Stronger Families Program offers a Reunification Service and an Intensive Family Service (IFS) - each working alongside families to support children to return to, or remain safely in, the care of their families.</p>
<p>Position Objective</p>	<p>The Case Manager is responsible for the day to day program delivery in the region. This includes the supervision of a small team, providing case direction and supervision to the Case Worker(s). Alternatively it may be a single role, responsible for all aspects of service delivery in the region.</p> <p>The Case Manager works closely with the Senior Manager Therapeutic Services, and the Practice Lead, to ensure the consistent implementation of child centred, family focussed trauma informed case work across all cases. The program works closely with the Department for Child Protection (DCP) and the Department for Human Services (DHS). Where the program has a very small team the Case Manager will also carry a caseload.</p>
<p>Reporting Relationships</p>	<p>The Case Manager reports to the Senior Manager Therapeutic Services. Clinical management and supervision is provided by the Practice Lead.</p> <p>The Case Manager is responsible for the supervision of the Stronger Families Reunification Case Worker(s) in their region.</p>
<p>Funding</p>	<p>This role is funded by Department for Child Protection</p>
<p>Award/Salary</p>	<p>Social, Community, Home Care and Disability Services Industry Award 2010</p> <p>- Salary Range: Level 5</p>
<p>The Job</p>	<p>Job Specification</p>
<p>Key Result Areas</p>	<p>The Key Result Areas outline the key expectations of the employee. They align with the requirements of the Stronger Families Funding Agreements with the Department for Child Protection and the Department of Human Services, 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>



# Aboriginal Family Support Services

## Job and Person Specifications

<p><u>Key Result Area One</u> Cultural awareness and sensitivity</p>	<ul style="list-style-type: none"> <li>- Relate positively and respectfully to Aboriginal people and communities, be open to listen and learn, show humility and be non-judgemental and sensitive to individual and community needs.</li> <li>- Provide Culturally Responsive service and interventions to Aboriginal children and families.</li> <li>- Advocate for the consistent consideration, and application of the Aboriginal and Torres Strait Islander Child Placement Principle.</li> </ul>
<p><u>Key Result Area Two</u> Management and Supervision</p>	<ul style="list-style-type: none"> <li>- Provide regular and consistent practice supervision for the Case Worker(s) in the team (where funding allows)</li> <li>- Participate in processes to negotiate and advocate on behalf of individuals and the broader community.</li> <li>- Provide management and leadership to a small team. Tasks include delegation, management of staff, team building and conflict resolution (where funding allows for a team)</li> <li>- Initiate, develop and maintain positive working relationships with key internal and external stakeholders</li> </ul>
<p><u>Key Result Area Three</u> Understanding and application of theory</p>	<ul style="list-style-type: none"> <li>- Link practice and decision making to current theory in the child protection/child development/ family support areas.</li> <li>- Engage staff in reflective practice and provide guidance through complex case management (where funding allows).</li> <li>- Integrate new frameworks and theories into practice and support staff to do so as well</li> <li>- Understand and use 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</li> <li>- An understanding of the complex, intertwined issues facing families engaged with the child protection system such as impact of abuse and trauma, attachment theory, Loss and Grief, Alcohol and Other Drugs, child and adolescent development, Family Violence and others.</li> </ul>
<p><u>Key Result Area Four</u> Relationships and Accountability</p>	<ul style="list-style-type: none"> <li>- Working with both internal and external stakeholders to establish and maintain positive partnerships.</li> <li>- Positively engage with individuals from a diverse range of backgrounds, including professionals, carers, parents and young people.</li> <li>- Ensure workload and work flow is managed across the team, reporting deadlines are met, databases are kept up to date and other administrative tasks are completed within expected timeframes.</li> <li>- Maintain a caseload and ensure accountability to those families and the care team.</li> <li>- Work outside of standard hours may be required to meet the needs of families</li> </ul>
<p><u>Key Result Area Five</u> 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> <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 the funding bodies</li> <li>- Ensuring that all client contact and engagement is appropriately</li> </ul>



# Aboriginal Family Support Services

## Job and Person Specifications

	<p>documented and recorded on AFSS data collection systems – CRM (and other data systems as required)</p> <ul style="list-style-type: none"> <li>- Making use of the appropriate time keeping processes at AFSS including the Attendance System and the use of Outlook Calendar to record daily movements, meetings and other work related commitments</li> <li>- Ensuring that Application for Leave forms and supporting documentation (Medical Certificates or Statutory Declarations) are lodged within appropriate timeframes.</li> </ul>
<p><u>Key Result Area Six</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>- Actively demonstrating a commitment to Service Excellence across AFSS</li> <li>- Demonstrated ability to function autonomously when required as well as a strong focus on teamwork</li> <li>- Abiding by AFSS policies and procedures, and Strategic and Operational Plans</li> <li>- Participating in continual improvement processes across all levels of AFSS</li> <li>- Act as an ambassador for AFSS during all interactions with clients, communities, partner agencies and services.</li> </ul>
The Person	Person Specification
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>Training and experience in specific therapeutic approaches such as Solution Focussed Therapy or Narrative Therapy will also be highly regarded.</p>
Experience	<p><u>Essential.</u></p> <p>Experience leading and managing a small team</p> <p>Experience in complex case management.</p> <p><u>Desirable.</u></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>
Skills	<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>



# Aboriginal Family Support Services

## Job and Person Specifications

<p>Knowledge</p>	<p>Knowledge of case management and supervision frameworks</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>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> <p>Knowledge of issues related to service delivery in regional and remote areas.</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>
<p>Travel</p>	<p>Intrastate and interstate travel involving overnight absences may be required in some roles. This travel may include travel in small planes.</p>
<p>Licences / Screening</p>	<p>All AFSS positions require employees to hold and maintain a current South Australian Driver's Licence, A Safe Environments for Children and Young People Certificate and Child Related Employment Screening (CRES) or Working with Children Check (WWCC).</p> <p>AFSS staff are required to be fully vaccinated for COVID-19 and provide evidence of this.</p>

### Signatories

Employee's signature

Employer's signature (Chief Executive)

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Employee's name

Employer's name

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

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