



Pathways Officer

(Employment and Education Housing Services)

Hourly rate \$41.53

Fixed Term contract till 30 June 2024- Part Time 0.8FTE- 30 hours a week

Aboriginal and Torres Strait Islander people are strongly encouraged to apply.

Your new employer

Aboriginal Family Support Services (AFSS) 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

AFSS is partnering with Aboriginal Community Housing Limited (ACHL) to provide the Employment and Education Housing Services (EEH) program. This program is funded by South Australian Housing Authority (SAHA) and its main objective is to provide accommodation and wrap around support services in metropolitan and regional areas (Port Augusta and Whyalla) for Aboriginal people from remote (and outer regional) communities to support engagement in, and access to, employment and education opportunities.

In this partnership, ACHL will manage the tenancies while AFSS will provide tenant support services. The Pathways Officer will therefore provide support services to tenants to access employment and or education opportunities. The Pathways Officer will also establish, develop and maintain networks with a broad range of service providers, with a focus on educational and employment services who can assist tenants in their education and employment efforts.

Who we are looking for

Highly developed written and verbal communication skills and ability to engage individuals and community groups to create awareness of employment and/or education options.

Experience in developing case plans and case management

Experience in working with Aboriginal individuals, families and communities as well as a strong understanding of the historical and contemporary challenges facing Aboriginal Families and Communities and a drive to work in partnership to support change.

Ability to work with multiple stakeholders as well as complete tasks independently.

You will also need the following to be successful

- A Working with Children Check (WWCC)
- A Safe Environments for Children and Young People - Through their Eyes Certificate (Formerly CSE)
- Eligibility to work in Australia
- A current Australian Drivers Licence
- Confirmation of being fully vaccinated for COVID-19 or a valid Medical Exemption

Don't have a WWCC? You can apply on-line at www.screening.sa.gov.au

Ideally you will also have

- Qualification in Social Sciences, Behavioral Sciences, Community Services or related fields are desirable.
- Demonstrated experience in being able to work with Aboriginal communities.

Working in a not for profit agency you can salary sacrifice to increase your take home.

If this sounds like you scroll down to view the Job & Person Specification

Then tell us in a 2-page cover letter why you are a good fit for this job and send this with your resume to recruitment@afss.com.au

For more information please call Nick on 0409 993 444 **(Mon to Fri 9am – 5pm)**

Applications close 9am Wednesday 13 December 2023

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: Pathways Officer (Employment & Education Pathways Services)

Employee Name:

Program Overview	The Employment and Education Pathways Services (EEH) program provides accommodation and wrap around support services in metropolitan and regional areas (Port Augusta and Whyalla) for Aboriginal people from remote (and outer regional) communities to support engagement in, and access to, employment and education opportunities. The program is a partnership between Aboriginal Community Pathways Limited (ACHL - who manage the tenancies) and Aboriginal Family Support Services (AFSS - who provide tenant support services) and is funded by the South Australian Pathways Authority (SAHA).
Position Objective	The Pathways Officer actively engages with EEH tenants and provides support services to tenants to access employment and or education opportunities. The Pathways Officer also establishes, develops and maintains networks with a broad range of service providers, with a focus on educational and employment services who can assist tenants in their education and employment efforts.
Reporting Relationships	The Pathways Officer reports to the Manager, Aboriginal Youth Crisis Accommodation.
Funding	South Australia Pathways Authority through Aboriginal Community Pathways Limited – Employment and Education Pathways Services (EEH)
Award & Salary	Social, Community, Home Care and Disability Services Industry Award 2010 - Salary Range: Level 4
The Job	Job Specification
Key Result Areas	The Key Result Areas outline the key expectations of the Pathways Officer. They align with the requirements of the ACHL and AFSS Support Agreement and with AFSS Strategic and Operational Plans and AFSS Policies and Procedures. The Pathways Officer will be required to participate in regular supervision against each of the Key Result Areas as detailed below.
<u>Key Result Area 1</u> Active Engagement & Case Management Support	The Pathways Officer is responsible for: <ul style="list-style-type: none"> - ensuring ongoing and regular support to each tenanted household, working with the tenant/s to develop a training and or employment case plan - assisting tenants to achieve their goals as outlined in their case plan (including defined number of goals, key focus areas and summary of goals achieved) - documenting the number of support contacts within reporting period including the purpose of each Pathways Officer contact with each tenant - recording the number of Pathways Officer contacts with trainers and employers and the number (and nature) of referrals to other service providers.
<u>Key Result Area 2</u> Networking	Develop and maintain networks with the community services sector (including Aboriginal agencies, government services, education and employment agencies, employers and services provided by mainstream NGO and not for profit sectors): <ul style="list-style-type: none"> - actively liaise with service providers and other networks to develop relationships to promote and highlight the EEH program - development of partnerships with local service agencies in Adelaide Port Augusta and Whyalla to increase referral options and outcomes for tenants - development of specific partnerships with education and employment



Aboriginal Family Support Services

Job and Person Specifications

	<p>services to provide a range of options for tenants in the program</p> <ul style="list-style-type: none"> - participate in relevant community and sector activities and events to maintain a visible presence that results in increased partnerships and referral options and community recognition of ACHL and AFSS.
<p><u>Key Result Area 3</u></p> <p>Data and Reporting</p>	<p>Provide a summary report per EEH Tenant on a monthly basis detailing:</p> <ul style="list-style-type: none"> - training and employment, education and childhood and school attendance and issues - summary of supports provided and emerging issues, trends and challenges - the number and type of matters that were escalated to property or tenancy manager and outcomes - any case studies demonstrating the achievement of EEH Project objectives and outcomes
<p><u>Key Result Area 4</u></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 Managers, 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 System 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 or Statutory Declarations) are lodged within appropriate timeframes.
<p><u>Key Result Area 5</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"> - 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.
The Person	Person Specification
Qualifications	A qualification in Social Sciences, Behavioural Sciences, Community Services or related fields are desirable.
Experience	Experience in working with Aboriginal individuals, families and communities are essential. Experience in the education, employment and Pathways sectors.
Skills	Demonstrated high-level organisational skills, communication skills, writing skills and an ability to positively interact with AFSS staff, clients, the NGO sector, State Government (Pathways, Department of Child Protection, etc) and Aboriginal communities. Computer literacy with the Microsoft Office suite of products.
Knowledge	An in-depth knowledge and working understanding of Aboriginal communities across South Australia and the challenges faced by Aboriginal children, young people, families and communities. A knowledge



Aboriginal Family Support Services

Job and Person Specifications

	of the Pathways requirements and challenges for Aboriginal families.
WHS&W	AFSS is committed to Work, Health, Safety and Wellbeing across all activities and program areas and all employees are required to actively participate in WHS policies, practices and procedures.
Travel	Intrastate travel involving regular overnight absences are central to the role and may include a requirement to fly on smaller planes (REX and Sharp).
Licences & Screening	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 a Working With Children Check (formerly a Child Related Employment Screening).

Signatories

Employee's signature

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Employee's name

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

Employer's signature (Chief Executive)

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Employer's name

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