



# Manager, Coober Pedy Services

Salary Range - \$92,694 - \$96,804

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 (ACCO) that has been providing services to Aboriginal families and communities across South Australia for over 40 years.

## Your new role

The position of Manager, Coober Pedy Services requires demonstrated extensive management expertise and skills in leading and managing successful teams in service delivery of many programs. This includes the demonstrated ability to develop and build relationships with all stakeholders through an inclusive team oriented approach.

This position also requires a significant understanding and knowledge of current issues, policies and trends in the area of child protection, disability and community services as well as experience working with government departments and similar funding bodies.

You will also manage all elements of AFSS Foster & Kinship Care and other Services (including human, physical and financial resources) including supporting a dedicated team of staff as they recruit, assess, train, support and guide AFSS Foster Carers.

## Who we are looking for

You will be a leader (with proven management experience) and be passionate about supporting and improving the lives of Aboriginal children and young people through the dedicated support of Foster Carers and their families. You will have a good understanding of child protection reform in South Australia and a commitment to the full application of the Aboriginal and Torres Strait Islander Placement Principle. As a Manager you will also be responsible for carer and employee compliance, supervision, performance appraisal and management, KPI reporting and contract management, budgets and expenditure.

## To be successful you will need

- A Working With Children Check (WWCC)
- A current unrestricted Australian Drivers Licence
- Unrestricted eligibility to work in Australia
- Experience in working in child protection
- Safe Environments – Through their Eyes Certificate
- A Degree or Diploma in Social Sciences and/or Management

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 (that reflects 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 Glenn on 0400 335 779 **(9am-5pm Mon to Fri)**

**Applications close 9:00am on Friday 27 May 2022**

**AFSS looks 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 will not consider your application.**



# Aboriginal Family Support Services

## Job and Person Specifications

Job Title: **Manager, Coober Pedy Services**

Employee Name:

Program Overview	Aboriginal Family Support Services provide services to Aboriginal communities across South Australia. Through strong leadership, Managers direct and oversee local and regional service delivery. They role model AFSS values and provide direct support and supervision to employees to achieve outcomes in line with AFSS' and with funding body expectations. Developing extensive networks and stakeholder engagement, Managers also guide and influence change in policies and procedures that result in improved outcomes for Aboriginal children, families and communities across South Australia.
Position Objective	Managers ensure the effective and efficient use of AFSS' human, financial and physical resources in the delivery of all services. This includes existing AFSS' services and the development of new services that meet emerging community needs. The role may require the management of discreet AFSS programs: Youth Shed Program, STAY Program Community Safety and Wellbeing, Foster Care Services, Emergency Relief. Managers are ultimately responsible for ensuring that the Key Performance Indicators for each program they manage are met on time, within budget and in line with AFSS' and Service Agreement expectations. This position manages the Adelaide Foster Care Services team based in AFSS Head Office.
Reporting Relationships	AFSS Managers report to a Senior Manager. Senior Managers report directly to the Chief Executive.
Funding	Australian and South Australian Governments
Award & Salary	Social, Community, Home Care and Disability Services Industry Award 2010 - Salary Range: Level 6, Step 1
The Job	Job Specification
Key Result Areas	The Key Result Areas outline the key expectations AFSS has of its Managers. They align with the requirements of AFSS' Service Agreements, with AFSS Strategic and Operational Plans and AFSS Policies and Procedures. Managers are required to participate in regular supervision against each of the Key Result Areas as detailed below.
<u>Key Result Area 1</u>  Program & Service Delivery	Managers are responsible for: <ul style="list-style-type: none"> <li>- ensuring appropriate monitoring, planning, networking, and relationship strategies and activities are in place and the services provided by AFSS meet organisational, contractual, client and community needs</li> <li>- overseeing the efficient and effective provision of client services and that client services meet the needs of the agency and clients</li> <li>- taking 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</li> <li>- ensuring a risk management strategy is developed, implemented and maintained that provides for the ongoing efficient and effective delivery of AFSS programs and services.</li> </ul>
<u>Key Result Area 2</u>  Employee Compliance & Support	Managers support employees by: <ul style="list-style-type: none"> <li>- ensuring employees are clear about their roles and responsibilities and are equipped through training, supervision and support to meet the expected deliverables of their specific role, including achieving set KPIs</li> <li>- participate in formal fortnightly supervision (that is documented) with all</li> </ul>



# Aboriginal Family Support Services

## Job and Person Specifications

	<p>employees in their team and drive the completion of annual Individual Work Plans (IWP) for each employee</p> <ul style="list-style-type: none"> <li>- actively managing all employee (and where required client) compliance in line AFSS requirements and in line with legislative and contractual requirements</li> <li>- manage all performance associated issues including conflict resolution, performance improvement planning and performance management for all employees under their management.</li> </ul>
<p><u>Key Result Area 3</u></p> <p>Service Agreement Outcomes</p>	<p>Managers have overall responsibility to meet agreed KPIs, targets and outcomes through:</p> <ul style="list-style-type: none"> <li>- providing clarity to employees and assisting employees to achieve their individual KPIs and program outcomes</li> <li>- ensuring employees are meeting the KPIs that relate directly to their role (as per funding agreements)</li> <li>- completing all reporting and funding body requirements and lodging reports prior to or on the due date</li> <li>- engaging directly with Contract Managers to identify and resolve contract management issues.</li> </ul>
<p><u>Key Result Area 4</u></p> <p>Administration &amp; 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"> <li>- submitting high quality reports that are factual, clear and concise and adequately respond to the information required by Senior Managers, the Chief Executive and funding bodies</li> <li>- 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)</li> <li>- making use of the appropriate time keeping processes at AFSS including the Attendance Register 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 5</u></p> <p>Service Excellence &amp; 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, procedures, practices and guidelines 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 employees, clients, communities, partner agencies and services.</li> </ul>
The Person	Person Specification
Qualifications	A degree in Social Work, Social Sciences or Psychology or a Diploma in Human Services or Youth Work, together with management qualifications and or demonstrated expertise, and significant experience in the provision and management of community and human services.
Experience	It is essential that the Manager is able to evidence and demonstrate ability gained through significant experience in the development and delivery of community service programs (particularly as they relate to child



# Aboriginal Family Support Services

## Job and Person Specifications

	protection), inter-agency collaboration, the management of employees and resources and working with community groups and with Aboriginal communities.
Skills	Managers require diverse skills sets including demonstrated evidence in managing employees and teams, report writing (including data reporting), planning and monitoring employee workloads and performance, conflict resolution, multitasking and computer literacy with the Microsoft Office suite of products.
Knowledge	Managers require a board knowledge base including a thorough understanding of race relations across Australia and in particular, the historical and contemporary impact from colonisation on Aboriginal people, families and communities. Managers must also demonstrate a relational approach as it applies to working with employees, other AFSS programs and with external partners and stakeholders.
WHS&W	AFSS is committed to Work, Health, Safety and Wellbeing (WHS&W) across all activities and program areas and Managers are required to actively participate (and to ensure employees actively participate) in WHS&W policies, practices, procedures and guidelines.
Travel	Extensive intrastate and some interstate travel involving regular overnight absences are a part of this role. This includes the requirement to fly on smaller planes to SA regional centres.
Licences & Screening	AFSS positions require employees to hold and maintain a current South Australian Driver's Licence, a Safe Environments – Through their Eyes Certificate and a Working With Children Check.

### 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 ...../...../.....