



Aboriginal Family Support Services
Together with the community

Stronger Families Case Workers

Multiple new roles are available across the metropolitan area

Salary Range \$74,179 - \$79,811

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.

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 seeking a number of Case Workers to work across the metro area in the following programs:

Reunification (Part Time - 0.6FTE | 0.8FTE | Full Time)

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

Intensive Family Service

Support families to identify and address challenges they are facing that have brought them into the Child Protection system. Provide trauma informed, child centred and family focused case management support to build capacity and reduce risk. This program walks alongside families to help keep children at home with their families, where they can be safe in culture and community.

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. You will bring your experience in case management or family support, strong relationship building and communication skills

To be successful you will need

- Prior experience and demonstrated knowledge in family support and complex case management
- A South Australian Working with Children Check (WWCC)
- A Safe Environments for Children and Young People – Through their eyes Certificate
- A current 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

Ideally you will also have

Qualifications in Social Work, Social Sciences or Community Services or Significant experience in a similar role will be considered.

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 Specification

Then tell us in a 2 page cover letter (addressing the KRA's found in the J&P) 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 Kate on 0409 999 623 (Mon to Fri 9am – 5pm)

Applications close 5pm Tuesday 31 May 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 Worker - Stronger Families Program, Reunification Service**

Employee Name:

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.
Position Objective	Stronger Families Case Workers provide solution based case management support to families to assist them to address child protection concerns and build their capacity. The Case Worker, under the direction of the Case Manager, will support families to identify and address barriers that are preventing them from providing adequate care for their children. The Reunification Service support parents to work through a reunification plan so that children can be safely reunified with their family.
Reporting Relationships	The Case Worker reports to the local Case Manager, who in turn reports to the Senior Manager, Therapeutic Services for clinical supervision. The program works closely with the Department for Child Protection (DCP) and the Department for Human Services (DHS).
Funding	Department For Child Protection
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 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.
<u>Key Result Area One</u> Cultural Awareness and Safety	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. Provide Culturally Responsive service and interventions to Aboriginal children and families. Advocate for the consistent consideration, and application of the Aboriginal and Torres Strait Islander Child Placement Principle.
<u>Key Result Area Two</u> Understanding and Application of Theory	Assist families to identify, acknowledge and address child protection concerns using a strengths and risks-based, family-centred and culturally-responsive practice approach. Achieve outcomes with families that results in sustained change. Understand and implement a range of applicable theories in guiding



Aboriginal Family Support Services

Job and Person Specifications

	<p>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.</p>
<p><u>Key Result Area Three</u></p> <p>Relationship Skills</p>	<p>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-centred 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>Work outside of standard hours may be required to meet the needs of families</p>
<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> <ul style="list-style-type: none"> - Submitting high quality reports that are factual, clear and concise and adequately respond to the information required by the funding bodies - Ensuring that all client contact and engagement is appropriately documented and recorded on AFSS data collection systems – CRM (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 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"> - Actively demonstrating a commitment to Service Excellence across AFSS - An ability to function autonomously when required as well as a strong focus on teamwork - Abiding by AFSS policies and procedures, Vision, Mission and Guiding Principles and Strategic Plan - 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.
<p>The Person</p>	<p>Person Specification</p>
<p>Qualifications</p>	<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 in specific therapeutic approaches such as Solution Focussed</p>



Aboriginal Family Support Services

Job and Person Specifications

	Therapy, Family Therapy or Narrative Therapy will be highly regarded.
Experience	<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>
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 sound knowledge of intensive family support theories and approaches, particularly family systems theory, and Solution-focussed and Participative Case Planning approaches.</p> <p>A sound 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 behaviour management strategies.</p> <p>Knowledge of the Children and Young People (Safety) Act 2017, and the role of DCP.</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>
WHS	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.
Travel	Intrastate and interstate travel involving overnight absences may be required in some roles.
Licences / Screening	All AFSS positions require employees to hold and maintain a current South Australian Drivers Licence, a Safe Environments for Children and Young People Certificate and Child Related Employment Screening (CRES) or Working with Children Check (WWCC).



Aboriginal Family Support Services

Job and Person Specifications

Job Title: **Case Worker – Stronger Families Program, Intensive Family Service**

Name:

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.
Position Objective	Stronger Families Case Workers provide trauma informed, child centred and family focused case management support to families to assist them to address child protection concerns and build their capacity. The Case Worker, under the direction of the Case Manager, 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 Worker, under the direction of the Case Manager, will support families to identify and address barriers that are preventing them from providing adequate care for their children.
Reporting Relationships	The Case Worker reports to the local Case Manager, who in turn reports to the Senior Manager, Therapeutic Services. The program works closely with the Department for Child Protection (DCP) and the Department for Human Services (DHS).
Funding	Department of Human Services
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 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.
<u>Key Result Area One</u> Cultural Awareness and Safety	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. Provide Culturally Responsive service and interventions to Aboriginal children and families. Advocate for the consistent consideration, and application of the Aboriginal and Torres Strait Islander Child Placement Principle.
<u>Key Result Area Two</u> Understanding and Application of Theory	Assist families to identify, acknowledge and address child protection concerns using a strengths and risks-based, family-centred and culturally-responsive practice approach. Achieve outcomes with families that results in sustained change.



Aboriginal Family Support Services

Job and Person Specifications

	<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.</p>
<p><u>Key Result Area Three</u></p> <p>Relationship Skills</p>	<p>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-centred 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><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> <ul style="list-style-type: none"> - Submitting high quality reports that are factual, clear and concise and adequately respond to the information required by the funding bodies - Ensuring that all client contact and engagement is appropriately documented and recorded on AFSS data collection systems – CRM (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 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"> - Actively demonstrating a commitment to Service Excellence across AFSS - An ability to function autonomously when required as well as a strong focus on teamwork - Abiding by AFSS policies and procedures, Vision, Mission and Guiding Principles and Strategic Plan - 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	<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 in specific therapeutic approaches such as Solution Focussed Therapy, Family Therapy or Narrative Therapy will be highly regarded.</p>



Aboriginal Family Support Services

Job and Person Specifications

Experience	<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>
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 sound knowledge of intensive family support theories and approaches, particularly family systems theory, and Solution-focussed and Participative Case Planning approaches.</p> <p>A sound 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 behaviour management strategies.</p> <p>Knowledge of the Children and Young People (Safety) Act 2017, and the role of DCP.</p> <p>Demonstrated understanding of Discrimination and Equal Opportunity issues as they relate to service delivery for Aboriginal people.</p> <p>remote areas.</p>
WHS	<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>
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