



# Aboriginal Family Support Services

## Job and Person Specifications

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

<p>Program Overview</p>	<p>Aboriginal Family Support 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>The Intensive Family Service (IFS) seeks to engage with families early, providing intensive case management support to allow families to build skills and capacity to allow them to keep children safely in their care and remain out of the child protection system.</p>
<p>Position Objective</p>	<p>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 may otherwise bring them into the Child Protection system.</p>
<p>Reporting Relationships</p>	<p>The Case Worker reports to the IFS Case Manager, who in turn reports to the Senior Manager, Therapeutic Services. The program works closely with the Department of Human Services and Department for Child Protection (DCP).</p>
<p>Funding</p>	<p>Department of Human Services.</p>
<p>Award/Salary</p>	<p>Social, Community, Home Care and Disability Services Industry Award 2010          - Salary Range: Level 4</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 Agreement 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>
<p><u>Key Result Area One</u>          Cultural Awareness and Safety</p>	<p>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.</p> <p>Provide Culturally Responsive service and interventions to Aboriginal children and families.</p> <p>Advocate for the consistent consideration, and application of the Aboriginal and Torres Strait Islander Child Placement Principle.</p>



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<p><u>Key Result Area Two</u></p> <p>Understanding and Application of Theory</p>	<p>Assist families to identify, acknowledge and address child protection concerns using a strengths and risks-based, family-centred and culturally-responsive practice approach.</p> <p>Achieve outcomes with families that results in sustained change.</p> <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"> <li>- Submitting high quality reports that are factual, clear and concise and adequately respond to the information required by the funding body</li> <li>- Ensuring that all client contact and engagement is appropriately documented and recorded on AFSS data collection systems – CRM (and other data systems as required)</li> <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 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>- Actively demonstrating a commitment to Service Excellence across AFSS</li> <li>- An ability to function autonomously when required as well as a strong focus on teamwork</li> <li>- Abiding by AFSS policies and procedures, Vision, Mission and Guiding Principles and Strategic Plan</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>



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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>
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 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 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>
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>
Travel	<p>Intrastate and interstate travel involving overnight absences may be required in some roles</p>
Licences / Screening	<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 or Working with Children Check.</p>