



Aboriginal Family Support Services

Job and Person Specifications

Job Title: **Facilitator (Community Safety and Wellbeing)**

Employee Name:

Program Overview	AFSS Community Safety and Wellbeing Program responds to the Australian Government's (through its Indigenous Advancement Strategy) and AFSS commitment towards community safety and wellbeing for Aboriginal and Torres Strait Islander people across Australia. The program focuses on early intervention and prevention aiming to ensure that families have increased capacity, are kept safe from violence and harm, that parents are ensuring children go to school and that families are equipped with the necessary skills and knowledge to grow safe, healthy and happy families.
Position Objective	To work collaboratively with communities, service providers and other AFSS programs to develop and deliver a range of training and capacity building programs and services that will assist in the independence, empowerment and strengthening of Aboriginal families. Facilitators work as a part of a State-wide team to deliver established education and training programs and provide case work to Aboriginal community individuals, groups and families. Services are offered in Adelaide, Ceduna, Coober Pedy, Murray Mallee, Port Augusta, Port Lincoln, Mount Gambier and the Riverland (and outlying communities in all regions).
Reporting Relationships	Facilitators report on a day-day basis to the Manager (based in Adelaide) or to a Regional AFSS Manager. The Manager reports directly to the Senior Manager Metropolitan Services.
Funding	Australian Government, National Indigenous Australian's Agency, Indigenous Advancement Strategy: Children and Schooling Stream and Safety and Wellbeing Stream.
Award/Salary	Social, Community, Home Care and Disability Services Industry Award 2010 - Salary Range: Level 4 - \$72,361 to \$77,854 p.a.
The Job	Job Specification
Key Result Areas	The Key Result Areas outline the key expectations of the Facilitator. They align with the requirements of the NIAA's Project Schedule and with AFSS Strategic and Operational Plans and AFSS Policies and Procedures. The Facilitator is required to participate in regular supervision against each of the Key Result Areas as detailed below.
<u>Key Result Area 1</u> Community Engagement and Networks	<p>Develop and maintain networks with the community services sector (including Aboriginal agencies, government services and those provided by mainstream NGO and not for profit sectors):</p> <ul style="list-style-type: none"> - Actively liaise with service providers and other networks to develop relationships and to promote and highlight the suite of Community Safety and Wellbeing programs - Development of partnerships with local service agencies to encourage client referrals to the AFSS suite Community Safety and Wellbeing programs and to form partnerships in the delivery of programs - Participate in relevant community and sector activities and events to maintain a visible presence that results in increased partnerships, client referrals and community recognition - Ensure that dates and venues for each program are widely promoted both internally and externally to encourage maximum participation.



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<p><u>Key Result Area 2</u></p> <p>Program Facilitation and Service Delivery</p>	<p>Demonstrated and documented ability to facilitate groups in a variety of settings:</p> <ul style="list-style-type: none"> - Preparation of all resources, facilities and logistical requirements for training are organised well in advance of training dates - Ongoing delivery and facilitation of training and education programs to families, small groups and community groups, and others as required - Ability to communicate in a culturally appropriate manner with Aboriginal individuals, groups, families and organisations - Demonstrated ability to manage small group dynamics including dealing with conflict in a non-threatening way - Delivery of a minimum of 12 workshops and sessions over a 12 month period.
<p><u>Key Result Area 3</u></p> <p>Client Care and Casework</p>	<p>Ability to work with clients through the provision of case work including:</p> <ul style="list-style-type: none"> - Active Implementation of AFSS Case Management system and processes in working with individuals, groups and families - Attention to detail including completion of relevant case work documentation encompassing intake, assessment and a case plan that clearly outline goals and actions to achieve goals - The development and maintenance of relationships with agencies in order to ensure an efficient, client focused cross-agency referral process.
<p><u>Key Result Area 4</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 body - 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.
<p>The Person</p>	<p>Person Specification</p>
<p>Qualifications</p>	<p>A qualification in Certificate IV in Training and Assessment, Social Sciences, Behavioural Sciences, Community Services and related fields are desirable.</p>
<p>Experience</p>	<p>Experience in working with Aboriginal individuals, families and communities are essential.</p>



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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 (Housing, 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.
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	Extensive intrastate and some interstate 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

Employer's signature (Chief Executive)

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Employee's name

Employer's name

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