



Aboriginal Family Support Services

Job and Person Specifications

Job Title: **Generalist Case Worker (CS&W and New Dreams)**

Employee Name:

Program Overview	AFSS Community Safety and Wellbeing and New Dreams programs 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	The Generalist Case Worker is across several programs, at the direction of Program Coordinators. This position provides intermediate support to Aboriginal clients and their families. This will include intake and assessment, internal and external referrals, provide information to client to meet their immediate support needs e.g. Emergency Relief processing , housing nominations, connecting with Government agencies and other Aboriginal networks.
Reporting Relationships	The Generalist Case Worker reports on a day-day basis to Program Coordinators at management's discretion. The Coordinators report directly to the Manager Community Safety and Wellbeing.
Funding	Australian Government, National Indigenous Australians Agency, Indigenous Advancement Strategy
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 Generalist Case Worker. They align with the requirements of AFSS DPMC Funding Agreement and with AFSS Strategic Plan and Operational Plan and AFSS Policies and Procedures. The Generalist Case Worker will be required to participate in regular supervision against each of the Key Result Areas as detailed below.
<u>Key Result Area One</u> Community Engagement and Networks	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): <ul style="list-style-type: none"> - Actively liaise with service providers and other networks to develop relationships to create appropriate referral pathways for clients - Participate in relevant community and sector activities and events to maintain a visible presence that results in increased client referrals and community recognition of AFSS services - Actively participate in Department of Child Protection and other NGO and Government forums to guide referral pathways for Aboriginal families into AFSS services.
<u>Key Result Area Two</u> Client Care and Casework	Ability to work with clients through the provision of case work including: <ul style="list-style-type: none"> - Active Implementation of AFSS case work approach of working with individuals, groups and families - Attention to detail including completion of relevant case work documentation encompassing intake, assessment and case planning that clearly outlines clients Short term goals and actions to achieve outcomes - The development and maintenance of relationships with agencies in order to ensure an efficient, client focused cross-agency referral process.



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<p><u>Key Result Area 3</u></p> <p>Facilitation and Service Delivery</p>	<p>Demonstrated and documented ability to facilitate outcomes in a variety of settings:</p> <ul style="list-style-type: none"> - Ability to work with vulnerable Aboriginal families who are dealing with, or have been subject to, family violence and who have multiple and complex needs - Support the facilitation of programs and services that assist individuals and families to reduce their experiences of housing, education, training and employment instability - Administer AFSS Emergency Relief funds across various program areas - Working closely with families to accurately ascertain children's needs and making appropriate referrals to increase their attendance and participation at school.
<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 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.
<p>The Person</p>	<p>Person Specification</p>
<p>Qualifications</p>	<p>Qualifications in Community Services, Social Sciences, Behavioural Sciences, Social Work or Psychology are highly desirable.</p>
<p>Experience</p>	<p>Experience in working with Aboriginal individuals, families and communities are essential. Extensive experience as a case worker will be highly regarded.</p>
<p>Skills</p>	<p>Demonstrated high-level organisational skills, communication skills, writing skills and an ability to positively interact with AFSS employees, clients, the NGO sector, ACCOs, Government (including South Australian Housing Authority, Department for Child Protection, Department of Prime Minister and Cabinet) and Aboriginal communities. Computer literacy with the Microsoft Office suite of products is required.</p>
<p>Knowledge</p>	<p>An in-depth knowledge and working understanding of Aboriginal communities across South Australia and the challenges faced by</p>



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	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	Some intrastate and some interstate travel involving overnight absences may be required by this 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 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/...../.....