

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Support Officer - Aboriginal Families Thrive	Department	Justice Programs and Reinvestment Programs
Location	Port Adelaide / Western Adelaide metropolitan region	Direct/Indirect Reports	0
Reports to	Aboriginal Families Thrive Coordinator	Date Revised	August 2019
Industrial Instrument	SA Enterprise Bargaining Agreement		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0006808

■ Position Summary

The Aboriginal Families Thrive – Support Officer is primarily responsible for working closely with the Aboriginal Families Thrive Coordinator and Aboriginal families involved in the program to improve the ability of the families to foster positive experiences of learning and education for their children. The position will work closely with Aboriginal family members, Aboriginal community-controlled organisations, schools, children's centres, non-government organisations and government services to deliver coordinated and culturally connected support to Aboriginal families living in the western Adelaide metropolitan area.

The Aboriginal Families Thrive Program is a new program which has been designed by Red Cross and Tiraapendi Wodli. Tiraapendi Wodli is the Port Adelaide Aboriginal Leadership Group (established in 2018) working to improve community safety and wellbeing for Aboriginal families living in the Port Adelaide and western area, using a justice reinvestment approach.

The Aboriginal Families Thrive Program is a strengths-based, early intervention program which connects Aboriginal families with 'Aboriginal Community Advocates' and other services to work side-by-side with the family to improve their ability to foster positive learning and education experiences for their children. The range of support needs identified by the family to address the underlying barriers to their child's learning will be diverse and relevant to many parts of life such as health, family safety, stability of the home environment, financial situation, confidence to access services and parenting. The program will assist families to access the information, tools, community and service contacts to improve their confidence and ability to address the issues they have identified.

■ Position Responsibilities

Key Responsibilities

- Provide well-coordinated and timely support to the Aboriginal Families Thrive Coordinator to ensure efficient day-to-day operations of the Aboriginal Families Thrive Program
- Actively contribute to coordinating the intake, needs assessment, case management and provision of services to families supported by the program
- Coordinate an active case-load of families in collaboration with the Aboriginal Families Thrive Coordinator
- Coordinate contact between families and Aboriginal Community Advocates associated with the program, to provide peer based practical support which optimises the use of community support networks and knowledge

- Develop and maintain strong and productive partnerships with Aboriginal community-based services, NGOs, government services, schools, children's centres and justice services to ensure families have access to culturally connected supports and other services relevant to their needs
- Identify and act on opportunities for increasing the network of culturally connected supports and services available for Aboriginal families involved in the program
- Contribute to developing the professional knowledge and understanding of good practice working with Aboriginal families (such as through network forums, presentations and workshops)
- Participate in regular program review and monitoring activities and respond to operational changes as needed to ensure the program is responsive to the needs of families
- Maintain accurate, confidential and high quality case management and program records
- Assist in program and general administrative activities to support the operations of the Tiraapendi Wodli Hub as required
- Provide regular verbal and written program reports to Tiraapendi Wodli and Red Cross as required.

■ Position Selection Criteria

Technical Competencies

- Demonstrated experience working in Aboriginal family support and case management role/s
- Well-developed understanding and skills in using strengths-based approaches to working with Aboriginal families and communities
- Well-developed understanding of issues that impact on the health, wellbeing and safety of Aboriginal families including factors which influence the ability of families to support positive learning pathways for their children
- Demonstrated experience working collaboratively with diverse community, non-government and government stakeholders and networks which promote positive and trusted relationships
- Highly developed interpersonal skills including the ability to communicate key messages in diverse community and stakeholder environments (including network meetings, community forums)
- Ability to adapt to evolving work environments whilst maintaining a flexible and professional work ethic and approach
- Well-developed ability to exercise initiative, discretion and judgment in working both independently and as part of a team
- Excellent organisational and time management skills
- Good written communication skills including experience preparing written reports
- Excellent computer skills including proficiency in Microsoft Office products and the use of web-based information and communications platforms.
- Some out of hours work may be required
- Interstate travel may be required

Qualifications/Licenses

- Current SA Drivers License or equivalent
- A Working with Children Check is mandatory for this role

Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters