



POSITION DESCRIPTION – TEAM MEMBER

Position Title	Support Officer - Aboriginal Men's Programs	Department	Justice and Reinvestment Programs
Location	Port Adelaide / western Adelaide metropolitan region	Direct/Indirect Reports	Nil
Reports to	Coordinator – Aboriginal Families Thrive Program	Date Revised	Aug 2020
Industrial Instrument	SA Enterprise Bargaining Agreement		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0022488

Red Cross is committed to building long-term and respectful partnerships by working with Aboriginal and Torres Strait Islander people, communities and organisations to determine and lead their own solutions. To support this commitment, Red Cross is determined to build our capacities through meaningful and rewarding employment and Volunteering opportunities for Aboriginal and Torres Strait Islander people.

■ Position Summary

The Aboriginal Men's Programs – Support Officer is primarily responsible for working closely with the Aboriginal Families Thrive Program Coordinator to identify and implement community-based programs which support Aboriginal men in the Port Adelaide and western metropolitan area to engage with programs, services and community development activities associated with the Port Adelaide Justice Reinvestment project. The role will be based primarily at the Tiraapendi Wodli Community Hub located in Port Adelaide and will be the key contact for Aboriginal men involved in programs and services coordinated or available from the Hub.

■ Position Responsibilities

Key Responsibilities

- Identify and act on opportunities to engage Aboriginal men in programs, services and community development activities associated with the project
- Provide first point of contact and information for Aboriginal men accessing the Tiraapendi Wodli Community Hub, and facilitate connections with relevant services as needed in areas including, courts and justice services, post-prison release services, family services, education and training, health and wellbeing, and other culturally connected community-based programs
- Establish and maintain productive relationships with Corrections, Courts, OARS, Aboriginal community groups, and other stakeholders to foster coordinated approaches to supporting local Aboriginal men including men in contact with justice services
- Promote the Hub and associated programs and services through relevant local networks to ensure strong engagement with programs available to men
- In conjunction with the Aboriginal Families Thrive Program Coordinator, conduct ongoing community and stakeholder consultations regarding the design, delivery and review of programs and services for men

- Contribute to developing the professional knowledge and understanding of good practice working with Aboriginal men (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 Aboriginal men and their families
- Maintain accurate and high quality program records
- Assist in program and general administrative activities to support the operations of the Tiraapendi Wodli Hub
- Provide regular verbal and written program reports to Tiraapendi Wodli and Red Cross as required.

■ Position Selection Criteria

Technical Competencies

- Comprehensive experience working in Aboriginal community-based programs and services
- Well developed understanding of strengths-based approaches to working with Aboriginal men, Aboriginal young men, families and communities
- Well developed understanding of issues which impact on men returning to community from prison, including an understanding of the factors which contribute to patterns of offending by men
- Well developed understanding of issues that impact on the health, wellbeing and safety of Aboriginal men and families
- Demonstrated experience working collaboratively with diverse community, non-government and government stakeholders and networks which promote positive and trusted relationships
- Demonstrated experience coordinating, implementing and delivering projects with successful outcomes involving a variety of stakeholders
- 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.

Other

- Some out of hours work may be required.

Qualifications/Licenses

- Current SA Drivers Licence 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