

# Position Description

The Position Description forms a part of an integrated planning process to ensure that individual performances align with the strategies and community directions of ASG. The Position Description also provides the basis on which selection criteria for the position are determined.

## GENERAL DESCRIPTION

<b>Position:</b>	Acting Client Case Acting Manager	<b>Programme:</b>	Western Adelaide Aboriginal Specific Homelessness Service
<b>Reports to:</b>	Acting Manager	<b>Location:</b>	Woodville Gardens
<b>Fraction:</b>	Full Time	<b>Salary:</b>	Level 3 - SHCDS Award

## PURPOSE STATEMENT

Aboriginal Sobriety Group Indigenous Corporation (ASG) is an Aboriginal Community-based organisation providing care and support to Aboriginal and Torres Strait Islander people to sustain social, emotional and economic wellbeing. It is the aim of ASG to improve the quality of life for Aboriginal people through the provisions of programmes and culturally respectful supports.

## ROLE PURPOSE

To provide early intervention and case management supports to Aboriginal and Torres Strait Islander (ATSI) people who are at risk of homelessness and or homeless. To support and empower clients to sustain long term tenancies

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Function	Key Responsibilities	Key Performance Indicators
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>Provide early intervention and case management response to clients who are either homeless or at risk of homelessness in accordance with a joint service agreement with funding providers.</li> <li>Assist in providing clients with information, support, advocacy and relevant services as appropriate, under the 'gateway' framework to accessing relevant services.</li> <li>Ensure services delivered are culturally safe, of high quality and tailored to meet client needs.</li> <li>Provide information, education, and advocacy for improved housing outcomes for clients.</li> <li>Provide up to date and accurate information relating to homelessness and other related services and supports.</li> </ul>	<p>80-100% bed occupancy in Supportive Housing outcomes</p> <p>80 – 100% bed occupancy in the hostels</p> <p>Support provided to clients who were homeless at Intake and were in sustainable housing at the close of support.</p> <p>Support provided to clients who required employment, education and training at the close (if support.</p> <p>Achieve 2 housing exits for clients per month. H2H data collection and reporting is completed within agreed timeframes</p> <p>Evidence in data collection reports</p>

	<ul style="list-style-type: none"> <li>• Build trust and effective working relationships with clients by modelling behaviour that is positive and non-judgemental.</li> <li>• Ensure child safe environments at all times including legislative requirements in line with mandatory notification.</li> </ul>	<p>Evidence in case planning and meeting minutes</p> <p>Evidence in reporting and data collection</p>
<b>Case Management</b>	<ul style="list-style-type: none"> <li>• Provide appropriate and timely assessments, referrals, advocacy, and assist clients to access services.</li> <li>• Provide direct case management with clients and their families.</li> <li>• Use holistic assessment and case planning methodologies.</li> <li>• Advocate for clients and establish sound relationships with appropriate services so that clients' needs are met.</li> <li>• Ensure services are provided in a timely manner with due regard to geographical and cultural access and equity issues</li> <li>• Encourage active involvement of families and community in the care plans of clients.</li> <li>• Work collaboratively with, advocate for and refer clients to other internal and external services, as required.</li> <li>• Demonstrate Aboriginal cultural competency in practice.</li> </ul>	<p>Evidence from Community Feedback</p> <p>Evidence from NAHA case management framework and contractual requirement.</p> <p>Evidence in case planning and data collection</p>
<b>Operational Responsibilities</b>	<ul style="list-style-type: none"> <li>• Work closely with the Acting Manager to achieve client targets and ensure KPI's are met.</li> <li>• Respond to requests for information according to Aboriginal Sobriety Group's policy and procedures.</li> <li>• Responsible for ensuring the everyday community engagement is integrated into the work of the service in a way appropriate to the client, community members and the aims of the service.</li> <li>• In collaboration with the Acting Manager, develop and articulate clear program values and purpose which corresponds to the ASG Strategic practice framework.</li> <li>• Work proactively within the sector to work collaboratively with agencies.</li> <li>• Work with allied health services to deliver programs to clients</li> <li>• Be an active member of WAASHS. Contribute to building a positive and cohesive team environment.</li> <li>• Adherence to providing a safe environment for clients, staff and visitors.</li> <li>• Actively develop and maintain good working relationships with external individuals, organisations and networks in a professional manner</li> </ul>	<p>Completion of Accurate Log book entries on each working shift</p> <p>Accurate database entry – H2H entries</p> <p>Regular attendance at team meetings and promotion of the values of the service and advocacy.</p> <p>Evidence of collaborative working relationships with government and non-government agencies.</p> <p>Contribution of ideas / suggestions</p> <p>Work with allied health services to deliver programs to clients.</p> <p>Contribution in Team Meetings</p> <p>Evidence of workplace inspections</p>

	<ul style="list-style-type: none"> <li>• Ensure secure management of client data and client files and compliance with ASG policies and legislation.</li> <li>• Ensure all Incidents are reported to the Acting Manager</li> <li>• Ensure all feedback are reported to the Acting Manager</li> <li>• Program discussions remain confidential and does not go outside working hours</li> <li>• Be a Mentor to staff in supporting growth and development of peers</li> </ul>	<p>Support clients to work with ASG health teams and associated health and wellbeing services provided by ASG, Nunkawarrin Yunti of SA, or other appropriate services.</p> <p>Evidence in monthly reporting to Acting Manager</p> <p>Evidence of compliance register</p> <p>Evidence of compliance register</p> <p>Acknowledgement of organisational policies and procedures</p>
<b>Staff Support</b>	<ul style="list-style-type: none"> <li>• Work within the Western Adelaide Aboriginal Specific Homelessness service framework and how this directly relates to our service provision and procedures.</li> <li>• Work collaboratively with Aboriginal Sobriety Group's support staff</li> <li>• Attend regular team meetings</li> <li>• Attend training and professional development opportunities as delegated by the Acting Manager</li> <li>• Work with the Acting Manager to ensure that the principles of community development are aligned with the everyday operations of our accommodation service.</li> <li>• Promote and present a positive image of Aboriginal Sobriety Group Indigenous Corporation to other staff, clients and the community.</li> </ul>	<p>Completion of induction and orientation.</p> <p>Evidence of regular attendance at team meetings.</p> <p>Evidence of attending Professional Development Meetings</p> <p>Completion of Self Reflections within designated timeframes.</p> <p>Evidence of attending mandatory training and any training identified via supervision.</p>
<b>Team Work</b>	<ul style="list-style-type: none"> <li>• Work as a productive member of the Aboriginal Sobriety Group team including attending team building days when required.</li> <li>• Work collaboratively with Aboriginal Sobriety Group support staff.</li> <li>• Build positive working relationships by involving and engaging with others.</li> <li>• Demonstrate a commitment to working with leadership with Aboriginal Sobriety Group to improve and maintain systems, innovation and service excellence.</li> </ul>	<p>Attendance at WAASHS planning days and team building activities.</p> <p>Evidence in documentation</p> <p>Evidence in meeting minutes</p>

## SELECTION CRITERIA

	Essential	Desirable
<b>Training / Qualifications</b>	<ul style="list-style-type: none"> <li>• Minimum Certificate IV in Health-Related Field</li> <li>• Current Assist in Medication Certificate.</li> <li>• Current First Aid certificate</li> <li>• Current Child Safe Environment Certificate</li> <li>• Current Working with Children clearance</li> <li>• Participate in development or training as required by the organisation from time to time.</li> <li>• Supervising of staff upon request upon request of the Acting Manager</li> <li>• Some on call may be required</li> </ul>	<p>Hold or be willing to undertake fire safety training.</p> <p>Current Mental Health First Aid Certificate</p> <p>Evidence of cultural competency training.</p> <p>Current Manual Handling Certificate</p>
<b>Experience / Knowledge</b>	<ul style="list-style-type: none"> <li>• Professional experience in the delivery of casework within in homelessness and / or health related services.</li> <li>• Experience in a similar field (Homelessness Service)</li> <li>• Experience with H2H database</li> <li>• Understanding of community development frameworks.</li> <li>• Knowledge of client care practices in a Caseworker role.</li> <li>• Experience and knowledge in best practices when working with Aboriginal people, organisations and communities.</li> <li>• An insight into urban, rural and traditional Aboriginal cultures.</li> <li>• Ability to work under minimum supervision.</li> <li>• Professional understanding of the homelessness sector in South Australia.</li> </ul>	<p>An insight into urban, rural and traditional Aboriginal cultures.</p>
<b>Skills / Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent written and oral communication skills.</li> <li>• Excellent client service skills</li> <li>• Ability to multitask across programs and prioritise competing demands.</li> <li>• A strong and ethical customer services approach.</li> <li>• Sound knowledge of the MS Office suite of applications.</li> <li>• Strong administrative and computer skills.</li> </ul>	
<b>Licenses</b>	<ul style="list-style-type: none"> <li>• Maintenance of a full, unrestricted South Australian Driver's License.</li> </ul>	

## APPOINTMENT CONDITIONS

- Full time position – 8.00am – 4.00pm Monday to Friday
- 3 month contract
- SHCDS award and generous Salary Packaging opportunities
- Superannuation Employer contribution.
- Current SA Driver's Licence and willing to drive in the course of work activities.
- On call roster system for after-hours required (Toil to apply in consultation with Acting Manager)
- Tenure in this position is subject to funding.
- Appointment is subject to a satisfactory Working with Children Clearance
- Current First Aid certificate
- Current Child Safe certificate
- Current Assist Medication certificate
- Conditions of employment are in accordance with the 2019 Enterprise Agreement of Aboriginal Sobriety Group Indigenous Corporation.
- Supervising of Staff when requested by Acting Manager
- ASG encourages a non-smoking environment.

- Where we have concerns that your level of fitness is adversely affecting your job performance, we may require you submit to a Fitness Capacity Evaluation to ensure that neither you nor a fellow staff member nor a client are placed at risk of injury.
- ASG reserves the right to request and employee to undertake a random drug and alcohol test.
- Duties of the position may vary according to business needs.

## WORK HEALTH AND SAFETY

Follow defined work health and safety legislation and Aboriginal Sobriety Group's policies and procedures related to the work being undertaken in order to ensure own safety and safety of others in the workplace.

## CULTURE & CODE OF CONDUCT

Aboriginal Sobriety Group Indigenous Corporation our goal of being client focused can only be maintained and enhanced with your assistance, and in joining our team, you share our commitment to providing the best service to our community. For this to be achieved, your ideas, suggestions, and initiative are encouraged as we strive to improve the way we do things.

Within the facility, we act with integrity and professionalism, in our dealings with each other and our clients. We have a commitment to ongoing professional development and to foster an environment where everyone's contributions are valued. Our work ethics centre on taking responsibility for decisions, pride in our work, sharing knowledge, and expertise with others, and a willingness to contribute to the resolution of issues in a collaborative manner.

## EQUAL EMPLOYMENT OPPORTUNITY

### Responsibility Statement

Contribute to the maintenance of a healthy, safe and equitable working environment by maintaining knowledge of and adhering to the principles and standards of Equal Employment Opportunity legislation that ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment.

## CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements for the job.

Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified, in consultation with staff, as necessary.

Employer Signature:

Employee Signature

Date:

Date

Print name:

Print name: