



KWY Aboriginal Corporation Job Description

1. Role Details	
Job Title	Support Facilitator – Post Care
Start Date	ASAP
Program	Post Care Services
Location	Pt Lincoln
Salary	SCHADS Level 5
Job Status	Full-time
Reports to	Program Coordinator
2. Role Context	
The Post Care service is run in partnership with Relationships Australia South Australia to provide support for young people who have been under the guardianship of the Chief Executive of the Department for Child Protection. The service aims to provide short-term case management to help young people to move successfully into independence and reach their full potential. The Support Facilitator assists young people ageing out of the child protection system, to transition to independent living, with a focus on access to practical support and living skills. They help young people map their needs and concerns, plan their life trajectory, and engage natural helpers. They do this through case management and support coordination, including screening and assessment, goal setting, referrals, advocacy, brief counselling and facilitating client led decision making processes.	



3. Essential Criteria

Essential Minimum Requirements

1. Knowledge of relevant laws, regulations, and ethical guidelines that govern the provision of community services, including confidentiality, privacy, and informed consent.
2. Knowledge of available resources, services, and programs within the community, such as healthcare facilities, social services, educational institutions, and support groups, and ability to advocate effectively and work collaboratively with these stakeholders.
3. Knowledge of counselling approaches, crisis intervention strategies, and supportive techniques to provide assistance and guidance to individuals in need, and the ability to provide these flexibly within a culturally responsive, trauma informed and restorative practice framework.
4. Knowledge of the impact of trauma on individuals and the principles of trauma-informed care, including creating a safe and empowering environment for survivors, particularly those who have experienced childhood trauma.
5. Ability to work well under pressure without sacrificing professional standards whilst monitoring and evaluating own work practices.
6. Ability to operate using initiative and motivation while working under general direction whilst also working cooperatively as a team member, fostering confidence in others and managing conflict productively.
7. Ability to identify and assess potential risks to individuals or communities, and knowledge of safety protocols and procedures to mitigate those risks.
8. Knowledge of human development across the lifespan, including theories of behaviour, psychological and emotional stages, and the impact of life transitions; in particular, the effects of child abuse and neglect.
9. Ability to analyse complex situations, identify patterns, evaluate information, and make sound judgments and decisions.
10. Ability to accurately and efficiently maintain records, reports, and documentation related to client interactions, progress, and outcomes.

4. Desirable Characteristics

- Tertiary degree qualifications as a social worker or related discipline, or equivalent. A degree in Counselling Social Work, Psychology Social Sciences, or a Diploma/Cert IV in Community Services, Human Services, Health Sciences, and/or relevant experience commensurate with the position.
- Experience working with clients who have experienced Out of Home Care.



- Experience with complex client matters.
- Experience in delivering trauma informed practice.
- Experience working with Aboriginal and Torres Strait Islander young people, families or communities effectively, using culturally responsive approaches and processes.

5. Roles and Responsibilities

Direct Service Work	• Facilitate restorative, client-led decision-making processes with individuals and families accessing the service. • Provide trauma informed, collaborative case management and support coordination to achieve client objectives (including assessment goal setting and case work). • Undertake universal holistic screening and risk assessment utilizing the Detection of Overall Risk Screen (DOORS) tool, as well as other required assessments. • Develop, implement and monitor individual client objectives using required tools. • Provide referral options and support that promotes independent living skills around financial literacy, housing access and tenancy management, social connection, respectful relationships, cultural connection, and other life domain as identified by the client. • Provide a central point of contact for clients and services to ensure transparent, effective and client led coordination of supports, including access to specialist supports as required. • Provide assistance with record/family searching and reconnection as required. • Use the Penelope system to prepare and maintain electronic files and create and maintain hard copy client files as required. • In collaboration with the Senior Support Facilitator, develop and facilitate group activities such as education and information sessions, social and therapeutic groups, relevant to the client group. • Promote Post Care Support services to a diverse range of government and non-government organisations in relevant sectors. • Contribute to service improvement through participation in meetings, consultations, and quarterly reports.
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	• Contribute to the ongoing development of GOM Central website content. • Provide direct client services in an accessible manner to Post Care Support Service clients through face-to-face, outreach, telehealth and by phone. • Contribute to the planning and delivery of Post Care Support Services in conjunction with other team members. • Contribute to efficient and accountable services and effective data reporting and evaluation of program quality. • Provide information in relation to Transition to Independent Living Allowance (TILA) and support with applications. • Contribute to the development of culturally responsive services at KWY.
Administration	• Keeps all necessary records in accordance with KWY policies and procedures. • Assists in the production of reports regarding program progress and results. • Prepare for and actively participate in regular supervision sessions and professional development and training. • Provide timesheets, travel logbook, worker expenses and other administration data according to organisational policy and procedures. • Assists in relevant development of training procedures under the direction of the Operations Manager. • Work within budget parameters for worker expenses, petty cash, and mobiles phones. • Undertake other administrative and office management tasks as required. • Practice self-care strategies and apply safety procedures in all work practices.
Team Member	• Sets and maintains high standard of teamwork. • Maintain team boundaries and confidentiality in a professional manner. • Displays a commitment to open communication. • Completes assigned tasks on time and to required standard. • Takes responsibility for own work.



	• Manages own workload and workflow to achieve the position's purpose. • Openly supports and respects diversity within the KWY team. • Attends regular staff meetings
Agency Representation and Community Development	• Represent the program in a professional manner. • Acquire a working knowledge of other agency roles and mandates. • Contribute to community development and programs in the local area that are relevant to the client group
Stakeholder Engagement	• Build relationships with stakeholders. • Attend meetings with stakeholders. • Conduct consultation with a variety of stakeholders and staff. • Establish and maintain open and effective communication channels and working relationships with management and stakeholders. • Undertake specific tasks allocated by your Line Manager relating to the promotion of the service and the enhancement of the partnership between the team and key stakeholders.
Reporting	• Submitting high quality reports as required. • Ensure that all client contact and engagement is appropriately documented and recorded on the data management system
Contribute to Culture	• Actively participate and contribute to responsible and safe work practices. • Embrace diversity and cultural differences in the workplace. • Be aware of Aboriginal cultural practices and/or differences and seek cultural consultation to promote inclusive practice. • Attend cultural supervision. • Identify personal learning needs and give feedback on the service including the identification of gaps and areas for improvement. • Contribute to the development and maintenance of a positive, supportive, and collaborative team environment. • Follow the direction of and have an open line of communication with line management.



	• Understanding and adhering to all KWY policies and procedures.
Other	• Fulfil other duties as required by management and other department personnel as requested/required. • The above list is not exhaustive, and the role may change to meet the overall objectives of the company.

6. KWY Staff are required to work in accordance with the legislative and professional requirements including:

- Children and Young Persons (Safety) Act 2017
- Government of South Australia-interagency Code of Practice 2001
- Professional Practice Standards consistent with the area of practice

Chief Executive Officer	Chief Executive Officer Signature	Date
Craig Rigney		