



# Aboriginal Employment Pool

## Youth and Community Services Roles

### OPS1 – OPS4

#### What's the work?

Staff working in Community Services roles may undertake or support the work of the following:

- Sensitively handling requests for assistance by clients
- Liaising with clients to access culturally appropriate services, programs and activities with relevant government and non-government organisations
- Collecting, recording and maintaining relevant client information
- Maintaining an appropriate level of security in a custodial environment
- Implementing, coordinating or assisting with programs
- Developing, reviewing or assisting with interventions, rehabilitation, assessments, care plans and/or case plans
- Providing in-home practical assistance to clients
- Providing direct services including personal care, respite, social support and domestic assistance in consultation with clients and carers
- Identifying and developing community support systems and networks
- Building and maintaining working relationships with relevant agencies and associations to share resources and coordinate connected services
- Participating in the planning, provision and evaluation of direct services to a variety of clients
- Conducting behavioural and developmental assessment in conjunction with senior practitioners
- Providing crisis intervention to people presenting in urgent need.

#### What is required?

Staff working in Community Services roles require the following:

- Previous experience and/or relevant knowledge to deal positively with the specific client group
- The ability to work well with other staff in their team, volunteers and staff from other agencies
- The ability to effectively communicate with people from diverse backgrounds
- Effective verbal and written skills
- The ability to gather information from a variety of sources
- Attention to detail and the ability to follow procedures and processes
- Conflict management skills including the ability to clarify situations, act impartially and use influence, negotiation and persuasion to respond to difficult behaviours
- The ability to provide clients with practical assistance in activities of daily living
- The ability to manage workload and changing and competing priorities
- The ability to critically analyse issues and investigate solutions or actions for improvements.

#### Classification

Community Services roles may be at the OPS1, OPS2, OPS3 or OPS4 level.

#### Application and Enquiries

To apply visit [www.dcsi.sa.gov.au/careers](http://www.dcsi.sa.gov.au/careers)

For general enquiries email:

[DCSI.AboriginalEmploymentPool@sa.gov.au](mailto:DCSI.AboriginalEmploymentPool@sa.gov.au)

#### The DCSI Aboriginal Employment Pool:

- is open to Aboriginal and Torres Strait Islander people living in South Australia
- aims to increase the number of Aboriginal and Torres Strait Islander people employed in the department
- does not guarantee employment for applicants.