



Pathfinders National Aboriginal Birth Certificate Program

Job Package

PNABC Support Officer

Part-Time 30 hours per week

Pathfinders

Pathfinders is a large community-based organisation providing Supported Accommodation and Homelessness services, Family and Youth Support services, National Aboriginal Birth Certificate program, Client Support Services and Out of Home Care services. Pathfinders' services are located across the Mid North Coast, New England and Northwest Tablelands of NSW.

Pathfinders operate within a contemporary governance, digital communications, child-safe and regulatory environment, ensuring compliance with funding, legislative and community expectations, including the Respect at Work Act 2022 (Cth) and the positive duty to prevent workplace sexual harassment, sex-based harassment, bullying and discrimination.

Pathfinders' vision is that all children, young people and their families will have a home and family where they feel they belong, are free from abuse, neglect, discrimination and inequality, and are able to achieve and contribute to their full potential.

The Sanctuary Model

Pathfinders' commitment is further strengthened by its implementation of the Sanctuary Model, a trauma-informed framework that guides our practices and organisational culture. The Sanctuary Model promotes safety, healing, and recovery by embedding values such as nonviolence emotional intelligence, social learning, open communication, democracy, social responsibility, and commitment to personal and collective growth. These values underpin how we engage with clients, ensuring their rights are upheld in a supportive and empowering environment.

Role of PNABC Support Officer

The National Aboriginal Birth Certificate Support Officer, as directed by the National Aboriginal Birth Certificate Manager, will work as part of a team with local community Organisations to

develop and coordinate Pathfinders National Aboriginal Birth Certificate services to ensure the availability of “ free” birth certificates for Indigenous Australians and their Guardians. They will also provide telephone advice and information; and coordination of “sign up days” and processing of all birth certificate applications.

Selection Criteria

- Relevant tertiary qualifications and/or relevant experience in community services, children services or family work with a minimum of 3 years’ experience.
- Ability to communicate and establish working relationships with Aboriginal People.
- Sensitivity to issues facing Aboriginal communities.
- Ability to communicate and establish working relationships with relevant services with the communities.
- Ability to be self-motivated and to work with minimal supervision, as well as the capacity to work positively and cooperatively within a team environment.
- Excellent computer literacy skills including use of databases, spreadsheets, internet and email. With excellent verbal and written communication skills.
- Possess a current Australian Drivers Licence.
- Willingness to travel as this is a requirement of the position.
- Current First Aid and CPR
- Possess a current Working with Children’s Check and National Police Check.
- Commitment to trauma-informed practice and understanding of the Sanctuary Model or willingness to undergo training.

Guide for applicants

Pathfinders observe EEO principles when selecting and recruiting staff. Positions are offered based on merit, that is, the applicant considered to be the most capable of doing the job is selected.

Pathfinders encourage applications from people who identify as Aboriginal and/or Torres Strait Islander descent

Qualifications, experience, skills, standard of work, and personal qualities relevant to the position advertised are considered when making the decision.

How to apply

Applicants MUST follow these steps to be considered for the position.

Provide a typed application that includes

1. A statement against each of the essential and desirable selection criteria for the position, giving examples to demonstrate how you meet them.
2. A current resume detailing your relevant skills and experience.
3. A copy of your academic qualifications (photocopy or scanned copy).
4. Review, sign and attach copy of job package.
5. The names and contact details of two recent work-related referees (at least one referee who should be a current or recent supervisor, if possible).

Submit your completed application via email to: hr@pathfinders.ngo

Application enquires to Corporate Services at: hr@pathfinders.ngo

Interview

If you are selected for an interview, you will be contacted by telephone or email. If you need wheelchair access, an interpreter because you are hearing impaired, or have any other requirements, please advise so we can make appropriate arrangements.

Interviews are conducted by a selection panel.

Only questions related to the requirements of the position will be asked.



Job Package

National Aboriginal Birth Certificate Support Officer

Position Title: Pathfinders National Aboriginal Birth Certificate Support Officer

Responsible to: Cultural Support Manager/PNABC Coordinator

Position Status: Part Time

Pay Level: SCHADS Award Level 4.1

Purpose of position

National Aboriginal Birth Certificate Support Officer.

The National Aboriginal Birth Certificate Support Officer, as directed by the National Birth Certificate Coordinator, will need to work as part of a team with local community Organisations to develop and coordinate Pathfinders National Aboriginal Birth Certificate services to ensure the availability of “free” birth certificates for Indigenous Australians and their Guardians.

They will also provide telephone advice and information; and coordination of “sign up days” and processing of all birth certificate applications.

The National Aboriginal Certificate Support Officer will require knowledge and understanding of the issues that affect Aboriginal communities, societies and cultures in NSW.

Willing to advocate on behalf of Aboriginal young people and their families in providing cultural support and provide services to Aboriginal and non-Aboriginal children, young people and families.

Reporting relationship and accountabilities

The National Aboriginal Birth Certificate Support Officer will:

1. Be responsible to the National Aboriginal Birth Certificate Coordinator.
2. Provide efficient and effective administration support and assistance to the National Aboriginal Birth Certificate Project.
3. Work with other Pathfinders Management and staff of other Programs when required.
4. Adhere to the Role Description for National Aboriginal Birth Certificate Project Coordinator and Staff Code of Conduct.

Specific tasks and responsibilities

The National Aboriginal Birth Certificate Support Officer will:

Position and Organisational Responsibilities

- Work within a team environment with other Pathfinders' staff to ensure all functions of administration are performed.
- Answer and direct incoming calls to the Pathfinders National Aboriginal Birth Certificate Project phone lines and welcome visitors entering the office and to Pathfinders National Aboriginal Birth Certificate Project promotional events.
- To maintain a diary system using shared electronic diary on Microsoft Outlook.
- Provide administrative support to the Pathfinders National Aboriginal Birth Certificate Project Coordinator.
- To attend meetings, take minutes and distribute after meetings along with any other relevant materials and to attend other meetings/events in a administrative capacity as and when required.
- Establishing and maintaining computerised spreadsheets and databases as required by the Project.
- Establishing and maintaining filing systems as appropriate in agreement with the Pathfinders National Aboriginal Birth Certificate Project Coordinator.
- Obtain quotes for goods and services, including travel in accordance with Pathfinders financial procedures.
- Processes and/or oversees the processing of financial/business forms including Expense me pro.
- Contributes to Pathfinders National Aboriginal Birth Certificate Project operational goals and Pathfinders strategic goals by accomplishing related duties as required.
- Assist with the coordination of staff training and travel arrangements where required.
- Positively promote the agency and build networks with other agencies.
- Undertake training as directed and in accordance with your individual training plan.
- Undertake travel as required.
- Participate in staff performance appraisals annually.
- Adhere to Pathfinders Code of Conduct.

Professional Development

- Attend professional development meetings on a monthly basis with the Pathfinders National Aboriginal Birth Certificate Project Coordinator for support, debriefing and discussion of issues that may need action.
- Pursue ongoing personal and professional development in order to enhance contribution to the organisation.

Pathfinders – Purpose and Goals

Pathfinder’s vision is that all Children, Young People and their Families have a home and family where they feel they belong, are free from abuse, neglect, discrimination and inequality and are able to achieve and contribute to their full potential in Australian society.

Pathfinders Vision

The Pathfinders vision is delivering community and social services across regional and remote communities in every Australian State, territory and internationally.

Our mission is to empower people to live with hope and equal opportunity to reach their

Pathfinders Mission

potential. We provide hope through purpose and passion; generously sharing our expertise, knowledge and resources to make a transformative difference. We create equal opportunity by facilitating access to education, employment and safe housing; breaking down barriers that are obstacles to growth and independence.

Pathfinders Principles of Service

The following principles guide our provision of services to children, young people and their families:

- Our practice will reflect the rights of children, young people and their families to social justice, economic and social equality and self-determination and to be free from discrimination based on religion, gender, race, sexuality or disability
- Quality service provision based on equity and need
- Community based, collaborative approaches to the provision of services
- Individualised, flexible case planning using a strengths-based intervention model that ensures the safety, emotional security and connectedness of our clients
- Culturally appropriate interactions with families and children are paramount
- Participation of our clients and stakeholders in the process of service delivery and planning

- Continuous service development and quality improvement through ongoing evaluation and review.

Pathfinders across the New England, Northwest Tablelands and Mid North Coast and Northern Territory

Pathfinders is now located in offices across the New England and Northwest Tablelands at Moree, Inverell, Glen Innes, Tamworth and Armidale and the Mid North Coast at Kempsey, Taree, Port Macquarie and Coffs Harbour.

Our services continue to grow with our organisation now supporting children, young people and their families with supported accommodation services, family and youth support services, juvenile justice, youth work, child protection, and Out of Home Care services.

Pathfinders programs and services include:

- Youth social, recreational and vocational programs.
- Family referral services to ensure assistance gets to families and their children when they need it
- Information and referral assistance to link client with appropriate support agencies
- Refuge and supported accommodation services to young people
- Full time support for young people in out-of-home care
- Juvenile justice support services to assist young people to reintegrate into our communities
- Child projection and family referral services
- Field placement and training for local TAFE and University students seeking employment in human services
- Provision of out of home care services, foster care support programs and foster care programs for children and young people under the guardianship of the Minister for Community Services
- Provision of family preservation services, supervised contact, therapeutic camps/activities and after-care services to vulnerable children, young people and their families

Employee Signature

Date