

CatholicCare NT Role Description

Position Title	Case Manager Community Development Program
Position Number	CC1844
Salary	Base Salary LMI MG2 PP1 Plus 9.5% superannuation, 17.5% leave loading and salary packaging option
EFT	Full Time 38 hours per week Monday to Friday 7am – 3:30pm
Location	Santa Teresa
Commencement	ASAP
Completion	30 June 2022
Last Reviewed	April 2021

1. Program Description

The Community Development Program (CDP) provides intensive case management support to address the needs of Aboriginal people who are unemployed to provide opportunities that lead to positive social and economic outcomes for families and their community. By creating employment opportunities in partnership with the local community, job seekers gain useful employability skills and meaningful qualification through attendance in activities which increase job opportunities.

2. Purpose of the Position

To assess and register jobseekers' into CDP, assist with their employment needs, develop and monitor individual Job Plans, address any vocational and non-vocational barriers, refer Work for the Dole compellable job seekers to suitable activities, and work with mentors to maintain engagement. Prepare job seekers to be job ready for future employment.

With the assistance of Mentors and the Team Leader facilitate appropriate job seeker training both internally and externally with a view to achieving sustainable employment and social outcomes, and identify suitable candidates for employment vacancies and refer them to all suitable positions.

To engage jobseekers to complete their required Work for the Dole hours as required by PM&C (Prime Minister and Cabinet) under the CDP (Community Development Program) DEED of contract 2013-2018 Remote Activity Conditions 1, 2 and 3 01 July 2019- 30 June 2022.

To meet individual KPI activity targets as determined by CatholicCare NT.

3. Accountability

The Case Manager reports directly to the Team Leader Compliance, and ultimately to the Regional Manager. This also works closely with Work for the Dole Activity Mentors and the Team Leader Activities.

4. Key Responsibilities and Performance Standards

4.1 Providing tailored case management and support by:

- delivering quality integrated case management and support, including identifying clear goals and pathways, and tailoring assistance toward employment.
- developing personalised Job Plans after making assessments of a jobseeker's vocational and non-vocational barriers, motivation level, confidence, presentation, personal circumstances, work history and job search skills
- assisting job seekers to overcome their identified barriers and referring them to appropriate services and recording them in Intervention Management Tool
- recording case management and support in the **Goals, Intervention Management Tool and Comments sections.**
- updating the JSCI (Job Seeker Classification Index) whenever the job seekers circumstances change.
- recording job seekers' goals, aspirations and pathways, and updating at every appointment.
- timely referral of work experience phase jobseekers into suitable Work for the Dole activities, and monitor jobseekers progress together with the work experience mentor, registered training organisation, and any other relevant work experience provider.
- Administering the PWI (Personal Wellbeing Index) and GLS-1 (General Life Satisfaction-1) to measure clients' subjective wellbeing. Administered on registration, 2 monthly or on exit.

4.2 Provide Employment Services in line with CatholicCare NT's Service Standards, PM&C's Employment Services Code of Practice and Service Guarantee by:

- developing personalised Job Plans after making assessments of a jobseeker's vocational and non-vocational barriers, motivation level, confidence, presentation, personal circumstances, work history and job search skills
- timely referral of work experience phase jobseekers into suitable Work for the Dole activities, and monitor jobseekers progress together with the work experience mentor, registered training organisation, and any other relevant work experience provider.
- consulting regularly with the Job Coach in relation to reverse marketing and placement of job seekers into suitable jobs
- notifying the Job Coach immediately a job seeker has commenced employment
- actioning job seeker non-attendance at Work for the Dole activities, provider appointments and any other non-compliance as per participation guidelines and DHS requirements
- ensuring future appointments are booked for each job seeker and appointment letters handed to or sent to Jobseekers. If contactable by phone contact the jobseeker the day prior to their appointment to remind them
- Ensuring to result daily appointments with the day and apply compliance actions when job seekers are not attending appointment without a valid reason, in consultation with Activity Mentors.
- Contacting pending job seekers timely manner from daily Follow Up List and commence in the system
ensuring all supporting documentation and files are maintained in line with CDP funding agreement, not left on work stations, and securely locked away at end of each day

4.3 Develop and maintain working relationships with other service providers, PM&C IEO and key stakeholders in Santa Teresa Community.

4.4 Participate in Supervision and Evaluation activities by:

- entering accurate data and case notes in line with program requirements
- providing reports and feedback as requested
- actively participating in evaluation activities
- attending supervision to reflect and review case management practices as per CatholicCare NT policy.

4.5 Safeguarding Children

Our organisation takes child protection seriously, and as an employee/volunteer of CatholicCare NT, you are required to meet the behaviour standards outlined in our Safeguarding Children and Young People Policy (ORG/SP/P030). You will have received a copy of this policy as part of your induction. You can also access a copy of this policy via the Intranet.

All staff are to provide a service in line with our safeguarding children policies and procedures and are required to report any concerns of abuse and neglect toward children and young people to the relevant authorities as per policy and procedure. Any criminal charges or convictions received during the course of employment/ volunteering that may indicate a possible risk to children and young people must be reported to the relevant Line Manager within forty eight (48) hours.

5. Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties of the position and must demonstrate the following personal attributes:

- Compassion, empathy, sense of justice and tolerance
- Demonstrated organisational fit with ability to work within a culture and values framework
- Team player with ability to work with others in a spirit of trust, respect, reflection and accountability
- Adaptable with resilience to work in difficult situations and willingness to work beyond the role description when required
- Ability to represent CCNT in a culturally appropriate and professional manner at all times

6. Work Conditions

The position is based in Santa Teresa, which is located 80 kms southeast of Alice Springs.

7. Selection Criteria

- 1) Demonstrated ability to use technology including intermediate skills in Microsoft Office applications, Word, Outlook and other electronic database systems.
- 2) Strong interpersonal and communication skills including case note and report writing and the ability to communicate with providers across a range of diverse cultural groups.
- 3) Demonstrated cultural competency, particularly in working with Indigenous people
- 4) Demonstrated ability in providing quality case management, tailored assistance, addressing job seeker barriers and preparing them to be job ready

8. Special Conditions

1. Must be an Australian Citizen or have unlimited work rights within Australia.
2. This position is subject to a satisfactory criminal history check that must demonstrate that you have not had inappropriate dealings with children, or been charged or convicted of a domestic violence offence. This application will be required prior to your employment commencement date, CatholicCare NT cover the cost of this application.
3. Valid NT Drivers Licence and Ochre Card.
4. This position requires you to apply for a Working with Children Clearance/Ochre Card prior to your employment commencement date and send us receipt of payment. This will be at your own cost.
5. If you have resided in an overseas country for 12 months or more in the past 10 years, this position requires you to complete an International Criminal History check (IHC) prior to your employment commencement date. The outcome of the initial screening check must be satisfactory. This application will be required prior to your employment commencement date, CatholicCare NT cover the cost of this application.
6. Six-month probation period.
7. Non-smoking working environment.
8. The contact details of at least two referees are required.
9. Evidence of qualification attainment will be required.
10. After hours, work will be required at times according to the need of the program. These hours may vary through the week to balance out to 76 normal hours per fortnight.
11. Aboriginal people are strongly encouraged to apply.