

Position title:	Settlement Worker	Reporting to:	Operations Manager Specialist Support Services
Program:	Refugee & Migrant Settlement Service	Location:	Ludmilla
Approved:	Director Youth and Family Services	Date:	16 July 2025
Comments:	This role requires some flexibility of hours and may require some out of hours work.		

Organisation Statement

Anglicare NT is a registered charity and quality accredited provider of human services across urban, regional, and remote Northern Territory. We demonstrate our values through strength-based, culturally safe, trauma informed and inclusive practices. Child safety, social justice, community development and partnership approaches drive our work. We commit to being an employer of choice and we monitor our impact, respect lived experience and advocate to meet the needs of Territorians and our diverse communities. Our focus is to make a sustainable difference through place-based initiatives, collaboration, innovation, and the Partnership Support Service.

What we do

We provide services across the lifespan including: early childhood, child youth and family supports; aged care packages, community access, outreach, home support and volunteer visitors; NDIS support coordination and personal supports; community housing, transitional accommodation, tenancy support and homelessness responses; financial counselling, money management, gambling amelioration, micro finance and emergency relief; prison chaplaincy, post release accommodation and support; counselling, mediation and parenting education; refugee and migrant support; mental health initiatives, headspace centres, recovery and community awareness activities.

Purpose of the Position

You will provide casework, information and referral services for humanitarian entrants and other migrants living in the Darwin urban and rural areas. The Settlement Support Worker position is responsible for the provision of culturally appropriate case management services to eligible individuals and families, as well as community capacity building activities and settlement related education sessions

Selection Criteria

Position Specific Requirements

1. Formal qualifications in a relevant Social / Community Welfare discipline or deemed equivalent experience
2. Demonstrated experience in refugee and migrant welfare and general knowledge of refugee and migrant welfare issues highly desirable
3. Demonstrated experience in case management and service delivery to clients from culturally and linguistically diverse backgrounds
4. Ability to engage with diverse community groups to deliver community capacity building activities and settlement related education sessions
5. Proven ability to engage with internal and external stakeholders and the broader community to develop effective working relationships
6. Ability and willingness to work in a diverse range of settings including but not limited to, a person's home or place of residence, other services, community groups and other community settings
7. Demonstrated ability to work effectively with clients to understand the differences between traditional cultural practices and host country legislation and community expectations
8. Proven ability to work with a high level of discretion and sound judgment with confidential information
9. Proven ability to work independently and operate as an effective team member
10. Strong communication and interpersonal skills including, active listening, flexible attitude, cultural sensitivity, client focus and negotiation skills
11. Demonstrated experience in maintaining client related documentation including the use of data collection systems

General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.

2. Demonstrated understanding of the issues that impact Aboriginal and Torres Strait Islander people.
3. Demonstrated ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islander people.
4. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
5. Northern Territory Working with Children Clearance (Ochre Card).
6. National Police Criminal History Report (less than three months old) with acceptable outcome.
7. Ability to meet additional visa / overseas work compliance measures.
8. Northern Territory Driver's Licence.
9. Demonstrated currency of job specific vaccinations (and boosters).
10. First Aid Certificate (or willingness to obtain within agreed timeframe)

Key Responsibilities

1. Provide trauma informed, culturally safe and outcome focused support & group work

- Provide professional strengths-based case management services and practical assistance to the target group in line with Anglicare NT policies, procedures, standards, contracts, work plans and legislation.
- Undertake comprehensive assessment and case planning which identify client needs, individual and family resources and methods to achieve meaningful change
- Provide one off advice and referral for support to clients where required
- Undertake safety and risk audits in relation to client work, putting appropriate strategies in place in terms of family violence/the potential for aggression and child protection considerations.
- Provide information, education and support clients to engage with services and fully participate in the community
- Utilise interpreter services
- Provide targeted stage/age-appropriate group work which promotes social and cultural connections, development of relational and practical life skills and creates participation opportunities
- Contribute to a service culture of client participation, empowerment and informed decision making; ensuring client rights are acknowledged whilst fostering respectful relationships and positive self-care
- Engage with community leaders to build capacity of small and/or ethno-specific organisation to better support their local communities

2. Provide & participate in stakeholder engagement activities

- Maintain linkages with Migrant and emergent refugee communities.
- Promote the service and contribute to community awareness activities to increase understanding of the issues facing young pregnant women and/or their partners
- Support and participate in regular documented team meetings which include general business, client updates / case reviews, service planning and in-service training

3. Provide program administration, client records and reports

- Maintain comprehensive client documentation, ensuring data is entered correctly into the Penelope database, and client file records are up to date and ready for audit and/or provision to external authorities as required
- Ensure compliance with incident management, reporting and escalation requirements and that organisational obligations under mandatory reporting on Child Abuse, Domestic Violence are met
- Undertake other tasks as directed by the Operations Manager Specialist Support Services commensurate with your skills and qualifications including acting higher / different lateral duties and or additional projects as required.

4. Maintain program quality within RAMSS

- Embed reflective practice into RAMSS to ensure valuable learning's from client and stakeholder feedback, complaints and investigations are captured and lead to service improvements.
- Contribute to service improvement activities including service reviews, file and practice audits, evaluations, development of outcome measures and integration of youth friendly client feedback approaches
- Maintain a safe working environment in accordance with legislative requirements and policies and procedures, with a strong focus on prevention, mitigation of risk, effective case management and reflective practice

General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.

- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment and maintain pandemic related and job specific mandated vaccinations (and boosters).
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

Delegation of Authority

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).

Currently this position has no direct reports; however, it is graded at a Level whereby staff can be allocated for supervision on a temporary or permanent basis.

This position may be asked to provide supervision to students on field placements (where an employee has the qualifications to do so) and / or on the job assistance to new entrant employees.