

## CatholicCare NT Role Description

Position Title	Case Worker Crisis Accommodation
<b>Position Number</b>	CC2613
<b>Salary</b>	Base Salary SCHADS Grade 4 Plus superannuation guarantee, 17.5% leave loading and salary packaging option
<b>EFT</b>	Full time 38 hours per week Monday to Friday 8.00am to 4.30pm
<b>Location</b>	Crerar Road, Berrimah NT
<b>Commencement</b>	ASAP
<b>Completion</b>	Ongoing (subject to funding)
<b>Last Reviewed</b>	May 2026

### 1. Purpose of the Position

This position is integral to achieving positive outcomes for individuals and families experiencing homelessness and delivers on CatholicCare NT's values of respect, connection, and fairness at the Crerar Road Managed Accommodation Service.

The Case Worker plays an important role within the multi-disciplinary team at CatholicCare NT's Crerar Road facility, delivering high quality, participant centred intake and case management for individuals and families in Crerar Road who are experiencing crisis accommodation needs. Working alongside the Managed Visitor Accommodation Service, Housing Support Workers, and Family Support Worker, the Caseworker proactively identifies crisis presentations, develops action plans to support housing stability, and supports social cohesion through support activities on site.

### 2. Organisational Relationships

Works under general direction and reports to the Housing Manager.

Supervises other staff and/or works in a specialised field.

### 3. SCHADS Grade 4 Characteristics

- Work under general direction in functions that require the application of skills and knowledge appropriate to the work. Generally, guidelines and work procedures are established.
- Application of knowledge and skills, gained through qualifications and/or previous experience in a discipline.
- Contribute knowledge in establishing procedures in the appropriate work-related field.
- May be required to supervise various functions within a work area or activities of a complex nature.
- May involve a range of work functions, which could contain a substantial component of supervision.
- May be required to provide specialist expertise or advice in their relevant discipline.
- Requires a sound knowledge of program, activity, operational policy, or service aspects of the work performed with a function or a number of work areas.

- Require skills in managing time, setting priorities, planning, and organising their own work and that of lower classified staff and/or volunteers where supervision is a component of the position, to achieve specific objectives.
- Expected to set outcomes and further develop work methods where general work procedures are not defined.

#### **4. Key Responsibilities and Performance Standards**

##### **4.1 Intake & Triage**

- Respond to referrals and walk-ins, conducting thorough intake interviews and crisis assessments in accordance with program guidelines.
- Prioritise accommodation placement for those in acute crisis and complete risk assessments to inform immediate support needs.
- Identify and develop relationships with relevant homelessness and EFR services.

##### **4.2 Casework & Participant Support**

- Develop and implement individualised action and case plans focusing on pathways to housing stability and wellbeing.
- Coordinate ongoing support, empowering clients to navigate housing, financial, Centrelink, health, and legal systems as required.
- Facilitate referrals to both onsite (e.g., housing, family support, nurse practitioner) and external services for comprehensive support.

##### **4.3 Team Collaboration**

- Work closely with the Visitor Accommodation Service, Housing Support Workers, Family Support Worker, and other staff to ensure seamless service delivery.
- Participate in regular team meetings and multi-agency case discussions to formulate and review strategies for participant care.

##### **4.4 Supporting Social Cohesion**

- Support and participate in participant focused activities on site (e.g., community meals, cultural activities, group meetings) to build a positive, safe, and inclusive environment.
- Encourage participant engagement in programs and contribute to continuous service improvement through feedback.

##### **4.5 Documentation & Reporting**

- Undertake timely and accurate documentation of all casework processes, action plans, referrals, and outcomes in accordance with organisational, quality, and compliance standards.
- Ensure daily upload of relevant participant data to relevant platforms.
- Record and report safeguarding concerns, incidents, and risk issues as required.

##### **4.6 Cultural Safety & Client Advocacy**

- Uphold the principles of culturally safe practice, respecting community affiliations and traditions.
- Act as an advocate for participants, especially those with complex needs or barriers to service access.

#### **4.7 Continuous Improvement**

- Provide feedback on program effectiveness when requested, utilising relevant outcome and feedback tools
- Participate in professional development, supervision, and quality assurance activities as directed

#### **4.8 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 CatholicCare NT in a culturally appropriate and professional manner at all times

### **6. Work Conditions**

In this role, you will regularly work with participants who have experienced, or are currently experiencing, domestic and family violence, child abuse, other forms of violence and threats of harm. The work may involve hearing distressing disclosures, managing safety concerns and working within mandatory reporting and safeguarding frameworks.

The position is located in a busy, open area office; however by nature the role requires outreach work. This position may include some out of hours work, which will be balanced by equivalent time off through the week, so that the total hours per fortnight does not exceed the normal 76 hours.

### **7. Selection Criteria**

#### **7.1 Qualifications & Experience**

- Diploma or degree in Social Work, Community Services, or similar (or substantial progress towards qualification).
- Experience in homelessness, housing, or crisis casework; knowledge of issues affecting Aboriginal communities in the NT highly regarded.

## 7.2 Skills & Attributes

- Strong case management, assessment, and planning skills.
- Demonstrated ability to work collaboratively in a diverse, multi-disciplinary team.
- Effective communication, culturally responsive practice, and advocacy skills.
- Adaptability, resourcefulness, and ability to prioritise in a busy environment.

## 8. Special Conditions

- 1) Supervision, training, and professional development provided.
- 2) Must be an Australian Citizen or have unlimited work rights within Australia.
- 3) 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.
- 4) Valid NT Drivers Licence and Ochre Card.
- 5) 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.
- 6) 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 (ICHC) prior to your employment commencement date. The outcome of the initial screening check must be satisfactory.
- 7) This position is classified as an essential worker position
- 8) Six-month probation period.
- 9) Non-smoking working environment.
- 10) The contact details of at least two referees are required.
- 11) Evidence of qualification attainment will be required.
- 12) Commitment to equal opportunity employer; Aboriginal and Torres Strait Islander candidates strongly encouraged to apply.

This position is integral to achieving positive outcomes for individuals and families experiencing homelessness and delivers on CatholicCare NT's values of respect, connection, and fairness at one of the NT's leading crisis accommodation facilities.