

CatholicCare NT Role Description

Position Title	Shift Supervisor (PM) Visitor Accommodation
Position Number	CC2764
Salary	Base Salary SCHADS Grade 4 Plus superannuation guarantee 17.5% leave loading and salary packaging option
EFT	Full time 38 hours/ 5 days per week Monday to Thursday 14:30 to 23:00 & Rotating a Saturday or a Sunday 12.30 to 21:00 each week
Location	Crerar Rd
Completion	Ongoing (subject to funding)
Last Reviewed	NEW POSITION

1. Program Description

CatholicCare NT (CCNT) is a not-for-profit organisation committed to building safe, respectful, and empowered communities across the Northern Territory. We provide a diverse range of social services that support individuals, families, children, schools, and communities, many of whom live in remote or very remote areas. Guided by our values of respect, honesty, courage, connection and fairness, we work in partnership with local communities, with a strong commitment to Aboriginal and Torres Strait Islander peoples and cultures.

Our Crerar Road accommodation facility provides predominately an Indigenous accommodation service, comprising of a 190-bed shared visitor accommodation over two adjacent properties. The Crerar Road accommodation facility provides a home away from home experience to our participants who come to town for medical appointments, shopping, catching up with family or sporting events. In addition to this we provide renal, and homeless accommodation. CatholicCare NT operates the Crerar Road Accommodation site seven days a week, twenty-four hours a day.

2. Purpose of the Position

The position is responsible for providing the effective day-to-day oversight, supervision and leadership of the Visitor and Supported crisis accommodation programs and the general site operations for 8 and 10 Crerar Rd, ensuring high standards of service, safety, and operational excellence. This role provides leadership across front reception and reservations team, maintenance, laundry, and night shift services—and plays a key role in workforce development, compliance, and stakeholder engagement in order for the program to meet its objectives. This position has a particular focus on rostering and supervision of staff on site, ensuring there is compliance, high standards of service and a culture of teamwork in alignment with organisational values and program strategy.

3. Organisational Relationships

Works under general direction and reports to the designated supervisor as per the CCNT organisational chart.

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

4. 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.

5. Key Responsibilities and Performance Standards

5.1 Site Operations

- Ensure efficient operations of laundry, front office, site maintenance, after hours safety and security.
- Set rosters, work schedules, meet resourcing requirements, policies, and procedures for front office, laundry, maintenance and after-hours safety and security operations to ensure smooth, efficient, and professional workflow and meet service and program needs.
- Ensure that all front office, laundry, maintenance and after-hours safety and security operations comply with organisational policies, procedure, WHS, data protection laws, fire safety, hygiene standards, and Department of Health protocols and relevant sector regulations
- Oversee supply ordering for Front office, laundry, maintenance and after-hours safety and security service.
- Ensure operational compliance with WHS, fire safety, hygiene standards, and Department of Health protocols

5.2 Leadership

- Monitor staffing levels, manage shift hand overs and adjust and manage rosters so they are fully staffed and can handle unexpected participant activity.
- Ensure staff adheres to site and program guidelines, policies, procedures, and service standards
- Ensure all team members have access to current and relevant operational information

- Monitor staff performance, encourage training and teamwork, and promote a collaborative workplace culture
- Facilitate monthly communication meetings and produce accurate, timely minutes.
- Operate regular toolbox meetings and Team huddles to ensure smooth and safe delivery of service
- Manage staff performance issues in accordance with CatholicCare NT (CCNT) policies and procedures.
- Lead the recruitment, training, on boarding, supervision, and development of staff across designated departments.
- Maintain up-to-date employee documentation, including Ochre Cards, police checks, and first aid certificates.
- Monitor staff presentation, ensuring compliance with uniform, PPE, and WHS standards.

5.3 Guest experience and Incident management

- Ensure all participants and visitors experience a welcoming, respectful, and responsive service environment.
- Ensure participants receive a high level of customer service with matters resolve efficiently in accordance with service standards
- Ensure all participants sign agreed documentation in line with program requirements and manage any non-compliance of their agreements
- Manage all participant complaints, concerns resolving issues swiftly and professionally
- Lead the management all incidents on site and ensure compliance with site and policies and procedures including the documenting of all events and appropriate resolution or escalation of incidents.
- entering accurate data and case notes in line with program requirements
- Monitor guest satisfaction metrics and lead continuous service improvement initiatives

5.4 Property maintenance

Work with the Tenancy and Facilities Officer and Fleet and Facilities Team to:

- manage planned, cyclical and responsive maintenance across the site
- oversee the ticketing and reporting of maintenance requests and matters and ensure repairs are undertaken in accordance with regulations and service standards
- Coordinate and manage onsite contractors and ensure contractor compliance
- Inspect public areas, grounds and rooms to guarantee cleanliness and well maintained

5.5 Stakeholder engagement

- Participating in networking and collaboration activities, attending and contributing to relevant networks and other site activities
- fostering collaborative relationships with other CatholicCare NT teams and external stakeholders
- maintaining professional relationships with all clients, stakeholders and CatholicCare NT staff
- providing reports and feedback as requested and actively participating in evaluation activities

6. 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.

7. 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

8. Work Conditions

This is a supervisory role based in a busy, community-focused visitor accommodation environment. It requires flexibility, strong people management, and the ability to operate in a fast-paced setting. The role may include occasional evening or weekend duties based on operational needs.

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

9. Selection Criteria

- 1) Prerequisites
 - I. relevant four-year degree with one year's relevant experience;
 - II. three-year degree with two years of relevant experience;
 - III. associate diploma with relevant experience;
 - IV. lesser formal qualifications with substantial years of relevant experience; or
 - V. attained through previous appointments, service and/or study, an equivalent Grade of expertise and experience to undertake a range of activities.
- 2) Demonstrated cultural competency, particularly in working with Indigenous people
- 3) Proven experience in operations management or coordination, preferably in a visitor accommodation, community, or residential services setting.

- 4) Strong leadership and staff management skills, including recruitment, supervision, and performance development.
- 5) Solid understanding of compliance frameworks, including WHS, fire safety, and hygiene regulations.
- 6) Financial literacy including budgeting, account oversight, and cost control.
- 7) Exceptional interpersonal and communication skills with the ability to manage internal teams and external stakeholders.
- 8) High level of organisation, problem-solving, and multitasking ability.
- 9) Proficient in relevant software systems for bookings, finance, and reporting.
- 10) Understanding of working with culturally diverse or vulnerable populations.
- 11) Food safety and First Aid Certificate (or willingness to obtain)

10. 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.
- 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.
- 6) This position is classified as an essential worker.**
- 7) Six-month probation period.
- 8) Non-smoking working environment.
- 9) The contact details of at least two referees are required.
- 10) Evidence of qualification attainment will be required.
- 11) Aboriginal people are strongly encouraged to apply.