

Position title:	Coordinator/Case Manager	Reporting to:	Manager Youth & Family Services
Program:	Youth & Family Services	Location:	Nhulunbuy
Approved:	General Manager Operations	Date:	JULY 2026
Comments:			

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 maintain the administrative, data collection and reporting components of the Housing Options Pathways Program (HOPP) in Nhulunbuy with support from the Manager- Youth & Family Services. Under the guidance of the Manager – Youth & Family Services you will be responsible for providing high quality, consistent and culturally relevant case management assistance and practical support to identified clients (individuals and families) who are tenants of public, social and/or private Housing and at risk of adverse outcomes such as tenancy failure, eviction and homelessness. Using a strengths-based approach you will mentor tenants in establishing household routines, support the development of tenancy management and life skills, access appropriate services and help address other issues in line with support plans. At times there will also be support for people experiencing homelessness You will also be responsible for the running of the weekly Food Matters homeless breakfast program, including stakeholder engagement for the provision of support services at the breakfast

Selection Criteria

Position Specific Requirements

1. The minimum qualification required is a Certificate III in Community Services or equivalent and / or 3 years' experience in Case Management / Family Support Work / Community Services
2. Prior experience in case management / complex family support work and the development of tailored client support plans
3. Ability to effectively engage with clients who demonstrate challenging behaviours and who may be experiencing multiple barriers to maintaining stable accommodation
4. Knowledge of the relevant legislation such as Care and Protection / Information Sharing and Residential Tenancies Act and issues facing people at risk of homelessness
5. Demonstrated ability to respond effectively to competing priorities, use initiative and communicate effectively and respectfully with a range of individuals including clients, community leaders, government and non-government agencies.
6. Ability and willingness to be flexible, work cooperatively with co-workers and management, contribute to and assist with other services (within your scope of skills, experience and qualifications) as required
7. Ability to promote services and build networks along with strong computer, administration and writing skills and the ability to use data collection systems
8. Prior experience or at a minimum demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities, staff and Aboriginal Controlled Organisations

9. Coordinate with relevant stakeholders and facilitate the Food Matters breakfast program for people sleeping rough one day per week
10. Provide outreach support for those experiencing homelessness to identify barriers to accessing accommodation and support to access if possible

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. Maintain a strengths-based culturally relevant Housing Options Pathways Program (HOPP).

- Working closely with management and relevant Government departments, promote and deliver the HOPP in line with the funding agreement, good practice and client needs
- Develop networks with support services, referral agencies and community leaders to ensure clients have access to timely assistance
- Participate in service data collection, administration and performance reporting and support service evaluation and quality improvement activities such as action research and client feedback processes

2. Provide effective case management, practical support and training to clients to address identified needs as detailed in agreed support plans

- Undertake intake, assessment and case planning processes and facilitate supported referrals as required ensuring thorough safety and risk audits have been undertaken in terms of family violence /child protection considerations and /or the potential for aggressive behaviours
- Undertake regular visits to client homes, facilitate support meetings and as required provide practical assistance with household tasks
- Deliver tenancy and life skills mentoring / training to build clients confidence and capacity to maintain housing, seek and secure assistance and engage in productive and meaningful activities
- Advocate for clients and support with housing applications
- Facilitate the Food Matters breakfast program every Tuesday and incorporate stakeholder information/support services.

3. Maintain administration tasks, contribute to teams and provide cross program assistance as required in line with organisational processes and timelines

- Maintain comprehensive records including case and contact notes, client files, input data into the Special Homelessness Information Platform (SHIP) and undertake routine administrative tasks
- Participate in Regional and Family services team meetings and agency forums, approved training opportunities and contribute to maintaining a positive workplace.
- Provide assistance to other internal child, youth and family services as required

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..