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|------------------------|---------------------------------------------------------------------|----------------------|---------------------------------|
| <b>Position title:</b> | Moving On Case Manager                                              | <b>Reporting to:</b> | Manager Youth & Family Services |
| <b>Program:</b>        | Youth & Family Services                                             | <b>Location:</b>     | Darwin                          |
| <b>Approved:</b>       | Director Youth & Families                                           | <b>Date:</b>         | August 2026                     |
| <b>Comments:</b>       | This position requires flexibility to work outside of normal hours. |                      |                                 |

## 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 culturally appropriate support and brokerage assistance to young people aged 16 – 25 years, who have left the care of the Department of Children and Families CEO. Moving On provides information, assessment, referral, advocacy, support, group work and case management using strengths-based framework to meet the needs and build capacity of young people. The Moving On case manager is also responsible for administering Transition to Independence Allowance (TILA) to support young people's goals and unmet needs

## Selection Criteria

### Position Specific Requirements

1. Qualifications in human Services / Social Sciences combined with at four (4) years direct experience working with high risk / vulnerable young people and families in community-based environments (essential).
2. Demonstrated understanding of the practical application of trauma informed, strengths-based practice and case management approaches, combined with strong youth engagement skills.
3. Demonstrated ability to manage crisis situations and make good decisions under pressure
4. Ability to maintain personal and professional boundaries and guide staff in complex client related decision making
5. Ability to promote services and raise awareness of issues impacting on the target group of vulnerable young people and create innovative responses to address needs
6. Demonstrated ability to communicate and negotiate effectively with people at all levels of organisations including statutory authorities, service providers, families / carers, and key stakeholders
7. Well-developed writing and ICT skills including the ability to master data collection systems, maintain client related records and produce good quality internal and external reports on time.
8. Demonstrated teamwork skills, resilience, ability to work independently, multitask and work under pressure and commitment to a productive, cooperative, and friendly workplace
9. Willingness to participate in supervision, reflect on practices, review performance, and adhere to work plans and reasonable workplace directives

### 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 case management

- Provide professional youth focused family friendly case management services and practical assistance to the target group in line with Anglicare NT policies, procedures, standards, contracts, work plans and legislation.
- Provide culturally safe and inclusive practices which respect diversity and support Indigenous young people to maintain connection to family, culture, and country
- 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.
- Contribute to a service culture of youth participation, empowerment and informed decision making; ensuring client rights are acknowledged whilst fostering respectful relationships and positive self-care
- Work collaboratively with high-risk vulnerable young people, Department of Children and Families Case Managers, OOHC Teams, Foster Carers and key stakeholders to undertake client safety assessments and develop strategies to minimise risk taking and anti-social behaviour and enable good decision making

### 2. Provide brokerage, training & participate in stakeholder engagement activities

- Maintain and deliver the Moving On Brokerage for eligible young people, ensuring compliance with processes and data collection in line with young people's needs
- Maintain and deliver Transition to Independence Allowance (TILA) for eligible young people, ensuring compliance with processes and data collection in line with young people's needs.
- Deliver and participate in Department of Children and Families training for Child Protection workers, Carers and Family about the Moving On Program
- Participate in community forums, conferences and identified opportunities to promote Moving On to young people with a care experience, families, carers, and service providers

### 3. Provide program administration, client records and reports

- Seek approval from the Manager Youth & Family Services to authorise purchase of goods and services for areas of responsibilities in line with program needs, Individual Support Plans, approved budgets, and delegations
- Maintain comprehensive client documentation, ensuring data is entered correctly into the Special Homelessness Information Platform (SHIP), 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.
- Contribute to six-monthly reporting to Department of Children and Families and internal reporting ensuring content is accurate and of high quality.
- Undertake other tasks as directed by the Manager Youth & Family Services commensurate with your skills and qualifications including acting higher/ different lateral duties and or additional projects as required

### 4. Maintain program quality within Moving On

- Deliver the Moving On program in line with Anglicare NT policies and procedures, standards, contemporary practice, funding agreements, work plans and legislation.
- Participate in supervision and team meetings with the Manager Youth & Family Services
- Embed reflective practice into Moving On 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.