

CatholicCare NT Role Description

Position Title	Case Worker (experienced) Family & Community Wellbeing
Position Number	CC2095
Salary	Base Salary SCHADS Level 4 Plus, superannuation guarantee, 17.5% leave loading and salary packaging option
EFT	Full-time 38 hours per week Monday to Friday 8:30am – 5pm
Location	Malak
Completion	Ongoing (subject to funding)
Last Reviewed	AUG 2026

1. Program Description

Family and Community Wellbeing services consist of two programs that work together to provide a range of program, activities and experiences to promote wellbeing and positive family functioning.

Children and Parenting

The Children and Parenting program provides early intervention and preventative services and programs, specifically targeting at risk populations, using a whole of family approach to resource, educate, support and skill parents to improve developmental and wellbeing outcomes for children and families. The program provides a range of evidence-based programs and activities for parents (Kinship, guardians, carers), to increase capacity, develop knowledge, skills and support to raise healthy children and a range of developmentally activities and experience for children.

Community Mental Health

The Community Mental Health Program provides intensive, long-term case management, early intervention support (including targeted therapeutic group work), based on the Family Action Plan. The program provides a practical whole of family assistance to improve the long-term outcomes for vulnerable children and young people up to the age of 18, at risk of, or affected by, mental illness and their family and carers.

2. Purpose of the Position

The position is responsible for providing assertive case management, education and support to participants in order for the program to meet its objectives. This position has a particular focus on implementing and facilitating program activities and experiences to support families and in particular, the wellbeing of children.

The role includes outreach service delivery to serve the most vulnerable populations as well as working alongside and mentoring a local support worker.

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 Level 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 Improve emotional, physical and social health and wellbeing for children and young people

- Support and implement a range of evidence based early intervention groups, activities and play experiences for children, young people and families.
- Assist in the development and maintenance of an environment that promotes physical, cognitive, social and emotional development through arts, play experiences, crafts, games and activities.
- Identification of children and young people's needs through completing a comprehensive assessment of children and young people and their families based on the six CAARs Domains – physical, mental health, relationships, financial wellbeing and learning and development and safety and risk.

5.2 Case manage families towards agreed outcomes

- Work collaboratively with children, young people and families using a strength-based approach to identify risk factors or issues that may lead to poor mental health outcomes later in life and work with the child, or young person and their family to address these issues and strengthen protective or positive factors.
- Collaborate with a range of speciality services including midwives, mothercraft nurses, teachers, social workers and psychologists to provide early years focus on groups within the centre.

- Develop partnerships and linkages with other services to establish good referral pathways into and out of the service, in order to reach vulnerable children, young people, families and carers who may not otherwise engage with the mental health or children's services sector.

5.3 Improve families and carers skills to support the wellbeing of children and young people

- provide community education regarding the factors that support children's healthy development and wellbeing
- provide short-term information, referral and assistance for families and carers
- provide community outreach, mental health promotion/education and community development activities to increase local capacity to identify, understand and respond to the mental health needs of children and young people.

5.4 Assisting vulnerable individuals, families and communities to promote wellbeing and positive family functioning by:

- accepting, prioritising and processing referrals
- working collaboratively with the participants informal supports, community supports and statutory bodies to develop sustainable positive change and progress towards outcomes identified in the Program Plan
- developing strategies to address challenges to achieving social and emotional wellbeing
- developing case plans which identify short-, medium- and long-term case management goals

5.5 Participating in networking and collaboration activities, which assist in developing a support plan to address all challenges within the client's context by:

- attending and contributing to relevant networks
- advocating where necessary on behalf or with the client
- completing referrals to services which will assist with meeting case plan goals
- fostering collaborative relationships with key stakeholders and services in relevant areas
- maintaining professional relationships with all clients, stakeholders and CatholicCare NT staff

5.6 Participate in Supervision and Evaluation activities by:

- entering accurate data and case notes in line with program requirements
- providing reports and feedback as requested
- actively participating in evaluation activities
- attending supervision to reflect and review case management practices as per CatholicCare NT policy

5.7 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.

6. Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties of the Case Worker 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

7. 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. This position may include some weekend work, and/ or afterhours 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.

8. 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 level of expertise and experience to undertake a range of activities.
- 2) Strong interpersonal and communication skills including report writing and case note writing.
- 3) Demonstrated cultural competency, particularly in working with Indigenous people
- 4) Demonstrated experience in applying early intervention and prevention activities that support the wellbeing of children, young people and families.
- 5) Demonstrated ability to network effectively with other agencies to support a community approach to wellbeing

9. 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.