



Project Officer – POSITION DESCRIPTION

Position Title	Project Officer – Case Management Training
Hours	22.5 hours per week
Contract	Fixed-term contract to 30 June 2027
Reports to	Chief Executive Officer
Classification	Social, Community, Home Care and Disability Services Industry Award – Social and Community Services Employee Level 6.1
Location	Darwin

About Us

NT Shelter is the peak body for homelessness, social and affordable housing in the Northern Territory. We are a member based organisation incorporated under the Associations Act (NT), with members representing specialist homeless service providers, community housing providers, domestic and family violence services, legal services and other not-for-profit organisations. A full list of members can be found on our website.

Our vision is for appropriate, affordable, and accessible housing for all people in the Northern Territory. NT Shelter has staff in Darwin and Alice Springs.

Position Summary

In 2024-2025, research commissioned by NT Shelter member, YWCA Australia, identified a need for tailored case management training for the Northern Territory Specialist Homelessness Services (SHS) sector.

YWCA Australia and NT Shelter have now partnered to deliver the Case Management Training Project. The project will develop a tailored case management training module and deliver seven training sessions, supported by sector consultation and evaluation.

YWCA Australia is the overall project lead and project manager. NT Shelter's primary role is to provide sector leadership, endorsement and subject matter expertise; assist to establish and support a Project Reference Group; facilitate connections with SHS and promote participation through NT Shelter networks and communication channels.

In addition, NT Shelter will work with the YWCA to undertake the procurement processes for the training, provide guidance and subject-matter expertise to the selected training provider, monitor and evaluate project activities and develop recommendations for the ongoing delivery, and sustainability of the training.

The Project Officer will lead NT Shelter's contribution to the Case Management Training Project with supervision from the NT Shelter CEO.

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Key Responsibilities

The Project Officer's key responsibilities are as follows:

- Sector engagement and consultation: engage with Specialist Homelessness Services and other relevant stakeholders throughout the development, delivery and evaluation of the project.
- Project Reference Group: establish and coordinate the Project Reference Group, including preparation of documentation and facilitation of meetings.
- Procurement and provider liaison: work with YWCA Australia to undertake the procurement process and support the appointment and ongoing liaison with the selected training provider.
- Training development: provide sector knowledge, guidance and subject matter expertise to support development of training that reflects the needs and operating context of the NT SHS sector.
- Project coordination and communication: coordinate NT Shelter's project activities, information and communications, maintain relationships with project partners and stakeholders, and monitor progress, risks and emerging issues.
- Monitoring, evaluation and reporting: maintain appropriate project records and data, coordinate participant and stakeholder feedback, monitor the project budget and contribute to evaluation, outcome reporting and acquittal requirements.
- Sustainability and future delivery: develop recommendations for the ongoing delivery of the training, including opportunities for cost recovery, future investment, revenue generation and sector partnerships.

Key Skills and Experience

Necessary

- High-level written and verbal communication skills, including the ability to prepare reports, terms of reference, briefing papers and project documentation.
- Proven facilitation skills.
- Knowledge of case management and its application within community or human services.
- Proven ability to establish and maintain networks and work constructively with stakeholders.
- Ability to undertake research and analysis.
- Strong organisational and project coordination skills, including the ability to manage competing priorities, deadlines and project documentation.
- Ability to collect, maintain and synthesise project data and stakeholder feedback for monitoring and evaluation purposes.
- Proficiency with computer-based systems, including but not limited to the Microsoft Office suite of programs.
- Ability to work independently and collaboratively with partner organisations.

Desirable

- An understanding of homelessness, particularly in the Northern Territory context.
- Experience working within or alongside Specialist Homelessness Services.



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- Experience in project management, training development, procurement and/or monitoring and evaluation.
- Relevant tertiary qualifications and/or significant experience in case management, social work, community services or the homelessness sector.

Conditions of Employment

- Compliance with NT Shelter's employment policies and procedures
- Six-month probation period.
- Darwin based.
- Occasional travel outside of Darwin may be required.

How to Apply

To apply for this position, please submit:

- A current resume and
- A cover letter of no more than two pages outlining your interest in the role and relevant skills and experience.

Applications should be submitted to Lauren Aldridge on admin@ntshelter.org.au by close of business 13/9/2026.

For further information on the position, please contact Annie Taylor on (08) 8985 4389 or ceo@ntshelter.org.au.