

Position title:	ReConnect Youth & Family Worker	Reporting to:	Program Manager
Program:	ReConnect	Location:	Ludmilla & Palmerston
Approved:	Director Youth & Family Services	Date:	SEPTEMBER 2026
Comments:	This position requires flexibility in working outside business hours & participation in Youth Intake		

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, youth centered, family focused case management services and responsive direct support and assistance to young people aged 12 – 18 years (who have left the family home or who are at risk of early home leaving) and families based on agreed casework plans. Undertake group work, project work and community capacity building activities which strengthen the skills of the target group and the early intervention capacity of the local service system. You will uphold the values of Anglicare NT and provide quality services within the scope of the position and associated delegations.

Selection Criteria

Position Specific Requirements

1. Qualifications in human Services / Social Sciences combined with one to two (2-3) years direct experience working with high risk / vulnerable young people and families in community-based environments (essential)
2. Knowledge of the child protection system and local youth, family & homelessness service systems.
3. Experience in the application of youth work practice frameworks, youth focused family friendly approaches and community capacity building strategies
4. Experience in assessment, assertive outreach strategies and ability to effectively engage with young people with challenging and/or trauma related behaviours associated with child abuse, neglect and/or family breakdown
5. Ability to develop and deliver groupwork to young people
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 multitask and work under pressure and commitment to a productive, cooperative and friendly workplace and be available to participate in a 24/7 on call roster

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 Effective Trauma Informed Youth Focused Case Management & Group Work

- 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
- Ensure client interventions and case management services are culturally safe, strengths based, and solution focused, and trauma informed with a focus on engagement, respectful relationships, and practical outcomes in line with agreed case work plans and group work programs.
- 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
- Provide targeted stage/age-appropriate group work which promotes social and cultural connections, development of relational and practical life skills and creates participation opportunities
- Work across the Darwin & Palmerston Youth & Family Services office sites. This position requires flexibility in working outside business hours at times and be available to participate in a 24/7 on call roster when required.

2. Provide High Level Stakeholder and Network Engagement

- Maintain network of relevant government and non-government organisations and relevant private providers in order to leverage support for the target group
- Ensure engagement with stakeholders to develop and work together on community projects of common concern
- Promote the service and contribute to community awareness activities to increase understanding of the issues facing young people
- Support and participate in regular documented team meetings which include general business, client updates / case reviews, service planning and in-service training

3. Provide Program Administration, Client record and Reports

- Maintain comprehensive client documentation, ensuring data is entered correctly into the Penelope database, 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 quarterly reporting to Treasury and internal reporting ensures content is accurate and of high quality
- Undertake other tasks as directed by the Program Manager YASS & ReConnect and Senior Manager Youth Services commensurate with your skills and qualifications including acting higher / different lateral duties and or additional projects as required

4. Maintain Program Quality within ReConnect

- Embed reflective practice into ReConnect 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).

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.