

Position title:	Youth Diversion Case Manager	Reporting to:	Program Manager Youth Services
Program:	Community Youth Diversion	Location:	Alice Springs
Approved:	Director Youth & Family Services	Date:	October 2026
Comments:	This position requires participation in the 24/7 on call roster, participation in Youth Intake & flexibility in working outside business 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 deliver culturally safe, trauma-informed and strengths-based support to young people aged 10–17 years through Community Youth Diversion (CYD) and the Responsible Adult Support Program (RASP). Through CYD, you will support young people who are eligible for formal youth diversion under sections 39 and 64 of the Youth Justice Act 2005 (NT), as well as those at risk of offending or entering the formal youth justice system. You will respond to each young person's individual and criminogenic needs through pre-diversionary activities, assessment, case management, case planning, family support, information, referrals, advocacy and group work. These activities will meet client needs, strengthen the capacity of young people and the regional service system, and increase community awareness of youth offending and appropriate responses for young people at risk of entering the youth justice system. You will also empower young people to participate in restorative practices and understand the consequences of their behaviour for victims, families and the community. Through RASP, you will participate in a 24/7 on-call roster and attend the Watch House when a Responsible Adult is unavailable. Working alongside Northern Territory Police, you will help ensure young people are appropriately supported whenever they are required to engage with police. The position requires flexibility, including work outside standard business hours. 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 or other relevant field, combined with direct experience working with high risk / vulnerable young people and families in community-based environments (essential).
2. Knowledge of the child protection, youth justice system and local youth, family services
3. Experience in the application of youth work practice frameworks, youth focused family friendly approaches and community capacity building strategies.
4. Demonstrated understanding of the practical application of trauma informed, strengths-based practice and case management approaches, combined with strong youth engagement skills.
5. 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.
6. Demonstrated ability to manage crisis situations and make good decisions under pressure.
7. 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.

8. Demonstrated ability to communicate and negotiate effectively with people at all levels of organisations including statutory authorities, service providers, families / carers, and key stakeholders.
9. 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.
10. 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.
11. 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, youth focused case management of CTD and RASP

- Provide professional, trauma-informed, culturally safe, youth-focused and family-inclusive case management and practical support to young people referred by Northern Territory Police, in accordance with Anglicare NT policies, procedures, practice standards, contractual obligations, work plans and relevant legislation.
- Manage an active caseload that reflects participant complexity, program requirements and service capacity, in consultation with the Program Manager.
- Respond to referrals promptly, and undertake comprehensive assessments that identify criminogenic, safety, wellbeing, cultural, educational, vocational, family and community needs.
- Develop, implement and regularly review participant-centred outcome plans that clearly identify goals, agreed actions, responsibilities, timeframes and transition arrangements.
- Work collaboratively with Northern Territory Police and other relevant agencies to coordinate pre-court diversion activities, case management plans, restorative processes and group work programs.
- Undertake safety and risk assessments and implement responsive risk-management strategies, including in relation to child protection, domestic and family violence, potential aggression and other safeguarding concerns.
- Promote youth participation, informed decision-making, personal responsibility, respectful relationships, positive self-care and understanding of rights and responsibilities.
- Support young people to strengthen family, community and cultural connections and to access appropriate mentoring, education, training, employment, health, housing and other supports.
- Coordinate mandatory tasks, restorative activities, apologies, conferencing, community service and tailored program activities in accordance with each participant's approved diversion tier, outcome plan and safety requirements.
- Respond to challenging behaviour using developmentally appropriate, strengths-based and restorative approaches that support reflection, accountability and positive behaviour change.
- Plan and facilitate individual and group activities that build practical life skills, social and emotional wellbeing, cultural connection, safe and stable living arrangements, independence and readiness for community reintegration.
- Work across Anglicare NT's Alice Springs sites and participate in the shared RASP on-call roster, including work outside standard business hours, to support young people at the Watch House who do not have a Responsible

Adult available.

- Provide culturally safe, trauma-informed and strengths-based case management to young people participating in YHOPP or residing in adult transitional accommodation, as directed by the Director Youth and Family Services or the Program Manager Youth Services.
- Support participants to complete diversion requirements and transition from the program, documenting progress, barriers, changes and outcomes in accordance with program requirements.

2.. Stakeholder Engagement and Networking

- Maintain network of relevant government, non-government and Aboriginal Controlled 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 records and reports

- Maintain comprehensive client documentation, ensuring data is entered correctly into the 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.
- Prepare participant progress updates, closure reports, Department of Corrections reports, program data and other documentation required under funding and organisational reporting arrangements.
- Contribute to reporting for The Department of Corrections and internal reporting, ensuring content is accurate and of high quality.
- Undertake other tasks as directed by the Director and/or Program Manager commensurate with your skills and qualifications including acting higher/different lateral duties and or additional programs/projects as required.

4. Youth Diversion Program Quality is maintained

- Apply reflective practice and use learning from participant and stakeholder feedback, complaints, incidents, investigations and service data to strengthen program delivery.
- Contribute to service improvement activities and implement agreed corrective and improvement actions.
- Participate in service reviews, file and practice audits, evaluations, outcome-measure development and accessible, youth-friendly feedback processes.
- Participate in regular supervision, mandatory training, professional development and reflective practice activities.
- Support consistent practice across Youth Diversion and RASP and contribute to a culture of accountability, learning, cultural safety and continuous improvement.

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.