

CatholicCare NT Role Description (aboriginal identified)

Position Title	Family Support Worker
Position Number	CC2728
Salary	Base Salary SCHADS Level 3 Plus superannuation guarantee, 17.5% leave loading and salary packaging option
EFT	Full time 38 hours per week
Location	Malak
Commencement	ASAP
Completion	Ongoing (Subject to funding)
Last Reviewed	New Position

1. Program Description

The Family and Community Wellbeing service consists of two programs that work together to provide a range of activities and experiences to promote wellbeing and positive family functioning.

This includes walking alongside Aboriginal children, young people and their families to keep kids strong, safe and connected to family, culture and community. It focuses on building up family relationships, supporting parents and carers, and creating safe places for children to learn, play and grow.

Workers meet families where they feel comfortable, have a yarn about what's going on, and make a plan together. This can include home visits, family activities and group programs that are fun, practical and age appropriate. Parents and carers (including kinship carers and guardians) are supported to build confidence, knowledge and skills to raise strong, healthy kids. The service is mainly for children 0–12 but can also work with young people up to 18 and their families when needed.

2. Purpose of the Position

The Family Support Worker works alongside Aboriginal families to strengthen parenting, build on family strengths, and improve outcomes for children. This role is about walking with families on their journey sharing knowledge, providing practical support, and connecting families with community, culture, and the services that can help them thrive.

You'll be supporting families through home visits, running groups and activities, and helping families navigate services in a way that respects their culture and values. Building trust, listening deeply, and working from a strengths-based approach are at the heart of this work.

This position is designated as an Aboriginal Identified Position under **section 8(1) of the Racial Discrimination Act 1975 (Cth)** and relevant Northern Territory anti-discrimination provisions. This is what's called a "special measure", a legal provision that allows us to target recruitment to Aboriginal and Torres Strait Islander people in order to achieve equality in employment and improve service delivery to Aboriginal communities.

3. SCHADS Level 3 Classification

This role is classified at SCHADS Level 3, which means:

- You'll work with some independence, following established procedures and guidelines, with support available when needed
- You'll use your judgment, knowledge and work experience to solve day-to-day problems and make decisions in your work
- You'll have scope to use your initiative and may set goals for your own work program or projects
- You may supervise or support lower classified staff or volunteers in their work
- You'll be responsible for planning and managing your own workload and may assist with on-the-job training for others

4. Key Responsibilities

4.1 Provide Culturally Safe, Strengths-Based Family Support

- Work alongside families to understand their strengths, needs and goals, developing support plans together that respect cultural considerations and build on what's already working
- Provide home-based support to help parents strengthen their parenting skills, understand child development, and build positive relationships with their children
- Help families stay connected to community, culture, kinship networks and natural supports, recognising that connection is healing
- Walk with families to identify barriers, celebrate progress, and work toward goals that matter to them and their children
- Keep accurate, respectful case notes and documentation that meet program and organisational requirements

4.2 Deliver Parenting Programs and Group Activities

- Co-facilitate parenting programs and playgroups for families with young children—creating welcoming, culturally safe spaces where families feel comfortable
- Adapt programs and activities to be culturally responsive, practical and accessible to Aboriginal families
- Build confidence in parents and carers—supporting them to develop knowledge and skills in raising healthy, happy kids
- Create opportunities for peer connection and support among families

4.3 Case Coordination and Referral

- Help families identify what support they need and connect them to appropriate services (health, allied health, family support, community services)
- Work with other service providers and attend case planning meetings to make sure families get coordinated, holistic support

- Support families to navigate complex service systems and advocate culturally safe, family-centered care
- Build and maintain strong professional relationships with internal and external stakeholders

4.4 Participate in Supervision and Evaluation

- Enter accurate data and case notes in line with program requirements
- Provide reports and feedback as requested
- Actively participate in evaluation activities
- Attend regular supervision to reflect on your practice, debrief difficult cases, and continue developing your skills—as per CatholicCare NT policy

5. Organisational Relationships

You'll work under general supervision and report to your direct line supervisor. You may also provide guidance and support to lower classified employees or volunteers.

6. Safeguarding Children

Our organisation takes child protection seriously. As an employee of CatholicCare NT, you're required to meet the behaviour standards outlined in our Safeguarding Children and Young People Policy (ORG/SP/P030). You'll receive a copy during induction and can access it anytime via the Intranet.

All staff must work in line with our safeguarding policies and procedures and report any concerns of abuse and neglect toward children and young people to the relevant authorities. Any criminal charges or convictions you receive during employment that may indicate a possible risk to children and young people must be reported to your Line Manager within 48 hours.

7. Personal behaviors

You'll be working with families during vulnerable times, so we're looking for someone who brings:

- Compassion, empathy and a sense of justice
- Cultural understanding and lived experience
- 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

8. Work Conditions

The Family Support Worker is based in a busy, open-plan office in Malak. The role involves community-based work, including home visits and group facilitation.

Some after-hours and weekend work may be required (as approved by the designated Manager) to meet the needs of families. This is balanced by equivalent time off during the week, so total hours per fortnight don't exceed the standard 76 hours.

9. Selection Criteria

Essential Criteria

1. **Qualifications and Experience**

Relevant Certificate level qualification with relevant experience, OR experience gained through previous work, community roles and/or study that demonstrates equivalent expertise to undertake the role.

2. **Aboriginal and/or Torres Strait Islander Identity**

You identify as an Aboriginal and/or Torres Strait Islander person, with strong cultural knowledge, lived experience and connections to remote & urban Aboriginal communities in the Northern Territory.

3. **Relationship-Building Skills**

Strong communication skills, with demonstrated ability to build connection and trust with families, particularly Aboriginal families experiencing vulnerability or disadvantage.

4. **Understanding of Culturally Safe Practice**

Demonstrated understanding of trauma-informed, strengths-based and culturally safe approaches when working with Aboriginal children, families and communities.

5. **Ability to Work Autonomously**

Demonstrated ability to work independently in a community-based role, including managing your own workload, case planning, time management, report writing and maintaining professional boundaries.

Desirable

- Experience working with Aboriginal families in family support, community services, child protection or related roles
- Knowledge of child development and parenting programs
- Understanding of the Northern Territory service system and local Aboriginal community organisations
- Experience in group facilitation or co-facilitation

10. Special Conditions

- 1) **Aboriginal and/or Torres Strait Islander Identity Required**
You must identify as Aboriginal and/or Torres Strait Islander. This is an Aboriginal Identified Position and a genuine occupational requirement for the role.
- 2) **Criminal History Check**
This position requires a satisfactory criminal history check demonstrating you have not had inappropriate dealings with children or been charged or convicted of a domestic violence offence.
- 3) **Working with Children Clearance (Ochre Card)**
You'll need to apply for an Ochre Card prior to commencing and send us the receipt of payment. This is at your own cost.
- 4) **Valid NT Driver's Licence**
You must hold a current, valid Northern Territory Driver's Licence.
- 5) **International Criminal History Check (if applicable)**
If you've lived overseas for 12 months or more in the past 10 years, you'll need to complete an International Criminal History Check (ICHC) before commencing. The initial screening must be satisfactory.
- 6) **Mandatory Worker Position**
This position is classified as a mandatory worker position for the purpose of directions issued by the NT Chief Health Officer.
- 7) **Probation Period**
Six-month probation period applies.
- 8) **Non-Smoking Environment**
CatholicCare NT maintains a non-smoking working environment.
- 9) **Referees and Qualifications**
You'll need to provide contact details for at least two professional referees and evidence of qualification attainment.