

CatholicCare NT Role Description

Position Title	
Case Worker (Entry Level) Housing Support Program	
Position Number	CC2685
Salary	Base Salary SCHADS Grade 3 Plus superannuation guarantee , 17.5% leave loading and salary packaging option
EFT	Full time, 38 hours per week
Location	Tennant Creek
Commencement	ASAP
Completion	Ongoing (subject to funding)
Last Reviewed	February 2026

1. Program Description

CatholicCare NT (CCNT) implements a case management approach to break the cycle of homelessness through empowering clients to effectively problem solve and manage their accommodation. CCNT uses an early intervention approach that supports individual clients to regain control of their circumstances including housing, financial, and social and community issues that are placing them at risk of homelessness.

Through assertive case management we provide clients with support to address the multifaceted challenges they face in maintaining their home. This support may be through assessment of life skills, role modelling, referral to specialist agencies as required, coordination of supports, and advocacy with internal and external agencies. CCNT's case management framework adheres to the Standards of Practice established by the Case Management Society of Australia and New Zealand and Affiliates.

2. Purpose of the Position

The Case Worker is responsible for providing assertive case management, education, and support to participants in order for the program to meet its objectives. This position focuses on a stepped model of care which ensures that clients receive a targeted service according to need. This includes low, medium and high intensity support and case management.

3. Organisational Relationships

Works under general supervision and reports to the designated Team Leader
May supervise lower classified employees.

4. SCHADS Grade 3 Characteristics

- Work under general direction in the application of procedures, methods, and guidelines, which are well established.
- Solving problems of limited difficulty using knowledge, judgment and work organisational skills acquired through qualifications and/or previous work experience. Assistance is available from senior employees.

- Employees may receive instruction on the broader aspects of the work. In addition, employees may provide assistance to lower classified employees.
- Scope for exercising initiative in the application of established work procedures and may require the employee to establish goals/objectives and outcomes for their own particular work program or project.
- May be required to supervise lower classified staff or volunteers in their day-to-day work.
- Responsible for managing and planning their own work and that of subordinate staff or volunteers and may be required to deal with formal disciplinary issues within the work area.
- Those with supervisory responsibilities should have a basic knowledge of the principles of human resource management and be able to assist subordinate staff or volunteers with on-the-job training.
- May be required to supervise more than one component of the work program of the organisation.

5. Key Responsibilities and Performance Standards

5.1 Delivering outreach case management support, which secures housing by:

- supporting immediate access to housing through linking with accommodation providers, public housing, social housing, and the private rental market
- delivering and coordinating support services to people who are living in public housing or in other accommodation, to improve their capacity to obtain and/or retain housing and understand tenancy rights and responsibilities
- supporting successful transition out of public housing by providing tailored assessment and support, including advocacy with real estate agents and private realtors
- promoting social integration to enable clients to live independent lives in mainstream accommodation as much as possible

5.2 Assisting vulnerable individuals, families and communities to reduce the risk of homelessness 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

5.3 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

5.4 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

5.5 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

The Case Worker is located in a busy, open area office; however, by nature the role requires outreach work. This position may include some out of hours 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) Relevant certificate with relevant experience or experience attained through previous appointments, services and/or study of an equivalent level of expertise and/or experience to undertake the range of activities required.
- 2) Strong interpersonal and communication skills including the ability to engage with and manage complex situations, involving homelessness, poverty, mental health, family violence, alcohol, and other drug misuse.

- 3) Demonstrated ability to advocate for clients and work effectively with stakeholders to meet the objectives of the Housing Support Program.
- 4) Demonstrated cultural competency, particularly in working with Indigenous people.

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 a mandatory worker position for the purpose of directions issued by the NT Chief Health Officer.
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.