

CatholicCare NT Role Description

Position Title		Housing Programs Coordinator – Performance & Monitoring
Position Number		CC2780
Salary		Base Salary SCHADS Grade 6 Plus superannuation, 17.5% leave loading and salary packaging option
EFT		Full time 38 hours per week
Location		Crerar Road Berrimah
Completion		Ongoing (subject to funding)
Last Reviewed		NEW POSITION

1. Organisational Description

This position description statement is to provide you, as an employee of the CatholicCare NT (CCNT) team involved in delivering our organisation's services, with a description of your role and your responsibilities in helping to deliver our services.

CatholicCare NT is a Catholic social service agency established in the Diocese of Darwin in 1993. CCNT provides services throughout the NT, including service centres in Darwin, Palmerston, Malak, Tiwi Islands, Daly River, Wadeye, Jabiru, Katherine, Tennant Creek, Alice Springs, Santa Teresa, Titjikala, Finke and the APY Lands.

2. Purpose of the Position

The position supports the effective coordination of CatholicCare NT's Specialist Homelessness Services. The role works with the Housing Manager, program staff and service sites to support consistent service delivery, program monitoring, reporting, continuous improvement and stakeholder liaison across housing programs.

The position contributes to service quality, contractual compliance and participant-focused outcomes by assisting housing teams to maintain effective systems, practices and reporting processes.

3. Organisational Relationships

Exercises a degree of autonomy and reports to the designated supervisor as per the CCNT organisational chart.

May manage a work area/ medium organisation or multi-worksite organisation..

4. SCHADS Grade 6 Characteristics

- Operate under limited direction from senior employees or management and undertake a range of functions for which operational policies, practices and guidelines may need to be developed.

- Scope to influence the operational activities of the organisation and would require incumbent to be involved with establishing operational procedures, which impact upon the organisation and/or the sections of the community served by it.
- Expected to contribute to management of the organisation, assist or prepare budgets, establish procedures and work practices.
- Involved in the formation of programs and work practices and will be required to provide assistance and/or expert advice to other employees.
- May be required to negotiate matters on behalf of the organisation.
- Responsibility for decision-making in the particular work area and the provision of expert advice.
- Provide consultation and assistance relevant to the workplace.
- Set outcomes for the work areas for which they are responsible to achieve the objectives of the organisation.
- May be required to undertake the control and co-ordination of a program, project and/or significant work area, which requires a good understanding of the long-term goals of the organisation.
- Exercise managerial responsibility, work independently as specialists or may be a senior member of a single discipline project team or provide specialist support to a range of programs or activities.
- Positions at this grade may be identified by:
 - impact of activities undertaken or achievement of stated outcomes or objectives for the workplace;
 - the level of responsibility for decision-making;
 - the exercise of judgment;
 - delegated authority;
 - and the provision of expert advice.
- Managing time is essential so outcomes can be achieved.
- High level of interpersonal skills is required to resolve organisational issues, negotiate contracts, develop and motivate staff.
- Will be required to understand and implement effective staff management and personnel practices.

5. Key Responsibilities and Performance Standards

5.1. Program Coordination and Support

- Support the implementation of housing program plans, service activities and reporting requirements in line with funding agreements, program guidelines and organisational requirements.
- Work collaboratively with program areas to ensure procedures, guidelines and resources provide practical support to staff in the delivery of housing programs.
- Assist with coordination of meetings, practice discussions and service improvement activities across housing programs.

5.2 Quality, Compliance and Reporting

- Monitor program data, outcome measures and reporting requirements to support accurate and timely records and reports.
- Collate and review service information to identify issues, trends and opportunities for service improvement.
- Coordinate cyclical reporting requirements and support timely submission to funding bodies and internal stakeholders.
- Support the Housing Manager and program teams to address compliance requirements and implement agreed improvements.

5.3 Service Improvement and Projects

- Contribute to service improvement initiatives, reviews and projects as directed by the Housing Manager.
- Assist with implementation of operational improvements, including referral pathways, tools, processes and practice resources.
- Support housing teams to embed continuous improvement activities in day-to-day service delivery.
- Facilitate a cross-regional Community of Practice for housing services.

5.4 Stakeholder and Partnership Engagement

- Develop and maintain positive working relationships with Aboriginal Controlled Organisations, government agencies, community partners and other stakeholders relevant to housing and homelessness services.
- Consultations relevant to housing and homelessness services as approved by the Housing Manager.
- Promote collaborative approaches that strengthen service access, referral pathways and participant outcomes.

5.5 Safeguarding and Cultural Safety

- Promote safeguarding practices in line with CCNT's Safeguarding Children and Young People Policy and other relevant policies and procedures.
- Support culturally responsive, trauma-informed and participant-centred approaches across housing programs.
- Uphold CCNT's Reconciliation Action Plan in the performance of the role.

5.6 Supervision

- Participate in regular supervision and reflective practice to review work performance, service delivery and professional development needs in accordance with CCNT policy.

5.7 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 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 CatholicCare NT in a culturally appropriate and professional manner at all times.

7. Work Conditions

The Coordinator Housing Programs position is located in a busy, open area office. This position requires regular travel to regional centres and other CatholicCare NT sites, Northern Territory locations or interstate for access to development opportunities.

Travel may include light aircraft, 4WD travel and stays in basic accommodation.

8. Selection Criteria

Essential:

- Relevant qualification in community services, housing, social services or a related field, and demonstrated experience in housing, homelessness or community services.
- Demonstrated experience supporting program coordination, service delivery, reporting or quality processes in a community services environment.
- Demonstrated ability to organise work priorities, meet deadlines and maintain accurate documentation and compliance requirements.
- Well-developed communication and relationship management skills, including the ability to work effectively with Aboriginal organisations and culturally diverse communities.
- Demonstrated ability to work collaboratively within a team environment and contribute to service improvement activities.
- Commitment to the mission, values and Catholic ethos of CatholicCare NT.

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 an essential worker.
- 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.