

CatholicCare NT Role Description

Position Title	Operations Coordinator Visitor Accommodation
Position Number	CC2781
Salary	Base Salary SCHADS Grade 6 Plus superannuation, 17.5% leave loading and salary packaging option
EFT	Full time 38 hours per week
Location	Darwin, Northern Territory
Completion	Ongoing (subject to funding)
Last Reviewed	NEW POSITION

1. Program Description

CatholicCare NT is a not-for-profit organisation providing services and programs to individuals, couples, families, children, groups, schools and agencies across the Northern Territory. CatholicCare NT provides a broad range of specialist housing services.

The Visitor Accommodation service is based in Darwin and provides safe and culturally responsive managed accommodation with approximately 150 beds, meals and ancillary services for Aboriginal people and families travelling from remote communities to Darwin for short stay accommodation. The service operates as a secure, alcohol and drug free environment and supports general care, wellbeing, return travel coordination and referral pathways to other services.

This service contributes to homelessness prevention by providing supported visitor accommodation for people who may otherwise be at risk of housing insecurity, unsafe temporary arrangements or disconnection from essential services while visiting Darwin from remote regions of the Northern Territory.

2. Purpose of the Position

The position is responsible for the day-to-day operational oversight, leadership and coordination of a busy visitor accommodation service in Darwin. The position ensures the service operates safely, efficiently and in a culturally responsive way, while maintaining high standards of participant care, staff supervision, facility presentation, compliance and stakeholder engagement.

The role is responsible for managing daily service delivery across accommodation operations, intake and referrals, staffing, incident response, site safety, property coordination, and service quality. The position also supports CatholicCare NT's strategic commitment to providing a home away from home for visitors from remote communities who require short-term supported accommodation in Darwin.

3. Organisational Relationships

The Operations Coordinator Visitor Accommodation reports to the Housing Manager.

The position is responsible for supervising accommodation staff, including shift-based and operational employees, and for working collaboratively with internal program areas and external stakeholders.

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 Service Operations and Leadership

- Oversee the daily operations of the visitor accommodation service to ensure safe, efficient and high-quality service delivery.
- Coordinate occupancy, bookings, admissions, room allocations, departures and continuity of service across a high-volume accommodation site.

- Ensure the service environment remains secure, welcoming, culturally responsive, alcohol and drug free, and aligned with CatholicCare NT policies and procedures.
- Monitor daily activities across the site, respond to operational issues in a timely manner, and ensure appropriate after-hours arrangements are in place.
- Develop, implement and review operational procedures that support effective service delivery and continuous improvement.
- Maintain appropriate service coverage across seven day operations and support rostering arrangements that meet operational needs.

5.2 Participant Support and Service Quality

- Promote a participant-centred service model that supports dignity, safety, wellbeing and respectful engagement.
- Ensure participants are assisted with accommodation access, orientation to the site, appointments awareness, return travel coordination and referral to relevant support services where required.
- Support staff to respond appropriately to vulnerable people, families and visitors experiencing crisis, distress or complex needs.
- Oversee the management of complaints, critical incidents, behavioural concerns and service feedback in line with policy.
- Support a service culture that is trauma-informed, culturally safe and responsive to the needs of Aboriginal people visiting Darwin from remote communities.

5.3 Staff Supervision and Team Development

- Provide day-to-day leadership, supervision and support to accommodation and operational staff.
- Coordinate recruitment, induction, probation, performance development and ongoing supervision processes for direct reports.
- Build a positive team culture based on accountability, collaboration, professionalism and respectful practice.
- Identify workforce capability needs and support staff participation in training, reflective practice and continuous improvement activities.
- Ensure staff understand and comply with CatholicCare NT policies, operational procedures and expected standards of conduct.

5.4 Safety, Risk and Compliance

- Ensure safety of participants, staff and visitors through effective implementation of work health and safety requirements, site procedures and risk management processes.
- Oversee responses to incidents, emergencies, antisocial behaviour, property damage, hazards and maintenance issues, and ensure appropriate documentation and escalation occurs.
- Maintain accurate operational records, incident reports, risk documentation and service data in line with program and organisational requirements.
- Monitor compliance with relevant legislation, funding requirements, safeguarding obligations and CatholicCare NT policy frameworks.

- Liaise with emergency services, contractors and other service partners as required to maintain site safety and continuity.

5.5 Property, Facilities and Resource Management

- Oversee presentation, cleanliness, maintenance coordination and functionality of accommodation buildings, shared spaces and related resources.
- Work collaboratively with property, maintenance, catering and other support functions to ensure the site remains fit for purpose.
- Monitor operational expenditure, consumables and site resources in line with delegated authority.
- Contribute to budget planning, asset replacement forecasting and efficient use of organisational resources.

5.6 Stakeholder Engagement and Administration

- Maintain effective working relationships with referral agencies, service providers, community partners and relevant government stakeholders, including those involved in travel and service access pathways such as PATS referrals.
- Contribute to internal reporting, service reviews, audits and funding acquittal requirements as requested.
- Prepare reports, briefings and operational updates for management in an accurate and timely manner.
- Support CatholicCare NT's reputation through professional, culturally appropriate and solutions-focused engagement with stakeholders.

5.7 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.

5.8 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 CCNT in a culturally appropriate and professional manner at all times.

7. Work Conditions

In this role, you will regularly work with participants who have experienced or are currently experiencing domestic and family violence, child abuse, other forms of violence and threats of harm. The work can include hearing distressing disclosures, managing safety concerns and working within mandatory reporting frameworks.

The position is located in a busy, open area office, however, by nature the role requires after hours work as approved by the Housing Manager. This position may include some weekend work, which is 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

- Relevant tertiary qualification in community services, management, human services, hospitality management, business, or a related field; or significant equivalent experience.
- Demonstrated experience managing the day-to-day operations of a busy accommodation, community service, housing or residential service.
- Demonstrated leadership experience, including staff supervision, performance management, team development and rostering oversight.
- Strong understanding of operational risk, work health and safety, incident management and service compliance requirements.
- Demonstrated cultural competency and experience working with Aboriginal people and communities, preferably in the Northern Territory context.
- Strong interpersonal, communication and stakeholder engagement skills.
- Demonstrated ability to manage competing priorities, solve problems and make sound operational decisions in a fast-paced environment.
- Experience in data collection, reporting, administrative systems and maintaining accurate records.
- Current First Aid Certificate, or willingness to obtain.
- Current NT Driver Licence.

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 position
- 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.