

CatholicCare NT Role Description

Position Title	Job Coach
Position Number	CC2636
Salary	Base Salary LMI Level MG 2.1 Plus Superannuation Guarantee Contribution, 17.5% leave loading and salary packaging option
EFT	Full time 38 hours per week Monday to Friday 8:30am – 5.00pm
Location	Alice Springs
Commencement	1 November 2025
Completion	30 June 2028
Last Reviewed	October 2025

1. Program Description

The Remoter Australia Employment Services Program (RAES) provides intensive case management support to address the needs of Aboriginal people who are unemployed to provide opportunities that lead to positive social and economic outcomes for families and their community. By creating employment opportunities in partnership with the local community, job seekers gain useful employability skills and meaningful qualifications through attendance in activities which increase job opportunities.

2. Purpose of the Position

The Job Coach will:

- engage with employers to form professional, working relationships in order to place jobseekers into sustainable employment.
- provided services to Santa Teresa two days per week and Titjikala one day every week as advised by the Management
- provide services to Finke monthly for a one week duration which includes of travel in and out of Finke and 3 overnight stays in the Finke community to engage with employers and provide post placement support to employed job seekers and employers
- source job vacancies from employers and other mediums and work with employment consultants to refer suitable jobseekers to the vacancies and assist jobseekers to complete and submit vacancy applications
- source hosted placements from local employers.
- work closely with job seekers to assess and develop their skills set and knowledge base and reverse market job seekers to employers.
- provide pre placement and ongoing Post Placement Support to jobseekers and employers, including actioning requests from employers for work clothing and equipment as required for employment, and mentoring job seekers where required.
- have a strong employer focus and will be constantly focusing on employer need, labour market shortages and take advice from employers on how the service can

continue to improve.

- ensure that all functions are carried out in line with contractual obligations within the Employment Services Programme and relevant KPIs are achieved.

3. Accountability

The Job Coach reports directly to the Team Leader for Case Management, and ultimately to the Regional Manager. The Job Coach has a minimum 6 monthly Performance Period target of 50 job placements (2 placements per week), 35 x 13 week outcomes, and 17.5 x 26 week outcomes, and works closely with employers and employment services staff to achieve this. The Job Coach must record each employer contact including date, time and person spoken to. This must be recorded on an excel spreadsheet and forwarded to the S.E. Regional Manager on a weekly basis.

4. Key Responsibilities and Performance Standards

4.1. Work with jobseekers and employment consultants in assisting job seekers to gain employment by:

- assisting job seekers with their resumes and job applications.
- improving job seeker interview skills
- referring job seekers and placing them into employment
- reverse marketing suitable job ready job seekers to local employers.
- regularly visiting employers to source job vacancies
- providing quality post pre and post placement support to job seekers and employers
- working with employers to establish skill set requirements and match with suitable job seeker candidates
- conduct regular job search training sessions to develop job seeker employability skills
- maintain training, licensing and identification database
- maintain Post Placement Support and Employer contact database

4.2. Provide Employment Services in line with CatholicCare NT's Service Standards by:

- consulting regularly with the Case Workers and Mentors in relation to reverse marketing and placement of job seekers into suitable jobs
- notifying the relevant Employment Consultant immediately a job seeker has commenced employment
- actioning job seeker non-attendance at work by notifying the relevant Employment Consultant
- claim 13 week and 26 week outcomes in a timely manner ensuring all employment outcome claims can be substantiated with documentary evidence supporting that each claim complies with the funding agreement requirements
- ensuring all supporting documentation and files are maintained in line with RAES funding agreement, not left on work stations, and securely locked away at end of each day
- travelling to communities to source employment vacancies and provide support to jobseekers already in work, and local employers.
- Develop and maintain working relationships with other service providers,

employers and other key stakeholders in Santa Teresa, Titjikala and Finke Community.

4.4 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.

4.5 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.

5. Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties of the Job Coach 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

6. Work Conditions

The Job Coach Position is located in a busy, open area office, however, by nature the role requires remote outreach work and after hours work as approved by the Team Leader. This position requires twice a week travel to Santa Teresa community which is around 85 kms from Alice Springs and once a week travel to Titjikala community which is around 100 kms from Alice Springs and once a month travel to Finke community which is around 400 kms from Alice Springs which includes 4 nights stay in the community. Remote travel includes regular travel to remote communities, travel in light aircraft, basic accommodation and some weekend work. This position may include some weekend 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.

7. Selection Criteria

- 1) Strong interpersonal and communication skills including case note and report writing and the ability to communicate with providers across a range of diverse cultural groups.
- 2) Demonstrated cultural competency, particularly in working with Indigenous people.
- 3) Demonstrated ability to use technology including intermediate skills in Microsoft Office applications, Word, Outlook and other electronic database systems.
- 4) Ability to comply with, and fulfil all program funder's requirements relating to placements, employment outcomes and hosted placements.
- 5) Demonstrated ability to achieve annual minimum target of 100 job placements 48 x 13 week outcomes, and 24 x 26 week outcomes
- 6) Ability to prioritise tasks according to needs and time frames and ensure deadlines and negotiated job placement and job outcome targets are met.

8. 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 (ICHC) 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 COVID-19 vaccines and 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.