

CatholicCare NT Role Description

Position Title		EEAI Coordinator and RAES Case Worker
Position Number		CC2793
Salary		Base Salary LMI MG Level 2 Plus Superannuation Guarantee Contribution, 17.5% leave loading and salary packaging option
EFT		Full time 38 hours per week Monday to Friday 7:00am – 3.30pm
Location		Santa Teresa
Completion		Ongoing (subject to funding)
Last Reviewed		August 2026

1. Program Description

The Education Engagement and Attainment Initiative (EEAI) is a community-focused strategy employing local people to work with schools, families, parents, and community organisations to ensure all children go to school every day. EEAi Team support families to take a lead role in their children's education by supporting students to attend, or return to school, enabling students to fulfill their potential and have more access to more opportunities.

The Remote Australia Employment Services (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 qualification through attendance in activities, which increase job opportunities.

2. Purpose of the Position

The position is primarily responsible for leading the EEAi team in order for the program to meet its objectives. This position has a particular focus on leading the EEAi team to ensure effective and efficient service delivery in accordance with the EEAi Operational Framework and Semester Activity Plan and facilitate communication and collaboration between all key stakeholders.

This position also focuses to conduct appointments with job seekers, identify job seeker employment goals and pathways, develop, update and monitor individual Job Plans, address vocational and non-vocational barriers, provide pre employment support, refer job seeker to relevant service providers, assist job seekers to complete applications and forms, assist job seekers to draft resumes, refer job seekers to suitable Work for Dole activities, work with Mentors to maintain activity engagement and prepare job seeker to be job ready for future employment

3. Accountability

The position directly reports directly to the designated supervisor as per the organisation chart.

4. Key Responsibilities and Performance Standards

4.1 Support and engage school aged children with schooling and education, with the aim of improving their education outcomes by:

- Assist EEAI team members to undertake a range of activities in support of EEAI and the agreed Community Activity Plan. This includes case coordination for students and/or families dealing with complex issues (e.g. complete disengagement from schooling/ education, gambling, substance abuse, chronic medical conditions) that can negatively impact on school attendance.
- Deliver activities that encourage engagement with the education system and support education outcomes require genuine input from school staff and leadership.
- Recognise and utilise the strengths and opportunities of Aboriginal communities to support engagement, impact and to find solutions.
- Hold governance meetings on monthly basis.
- Community mapping, community engagement and understanding of community attributes.
- Mentor young people to engage with education and/or achieve more at school.
- Developing and delivering flyers, posters, or social media posts and videos in collaboration with young people, targeting families about the importance of education, and what local EEAI activities do for parents, families and young people
- Assist students and families to enrol with boarding schools.
- working with families with young children of pre-school age to encourage them to engage with and use early childhood services in their communities.
- develop strategies to increase the number of children enrolled in school and supporting families and students through the enrolment process
- organize community events including back to school, family fun days, youth camps, cultural camp days, career days and sports carnivals
- Organizing rewards, incentives and recognition to improve school attendance and engagement.
- undertaking regular home visits and family follow-ups with targeted families.
- taking steps to find practical solutions to barriers to improve school attendance.
- linking the students/families to appropriate local support services
- maintenance of case coordination forms and records
- Design community led activities involving community elders, local community members, parents, carers and young people.

4.2 Providing tailored case management and support by:

- delivering quality integrated case management and support, including identifying clear goals and pathways, and tailoring assistance toward employment.
- developing and updating personalised Job Plans after making assessments of a jobseeker's vocational and non-vocational barriers, motivation level, confidence, presentation, personal circumstances, work history and job search skills
- assisting job seekers to overcome their identified barriers, referring to appropriate

services and recording case management support in ECSN comments section.

- updating the JSCI (Job Seeker Classification Index) whenever the job seekers circumstances change.
- timely referral of work experience phase jobseekers into suitable Work for the Dole activities and monitor jobseekers progress together with the work experience mentor, registered training organisation, and any other relevant work experience provider.
- Liaise with service providers and accompanying job seekers to meet service providers to obtain relevant services.
- Assist job seekers to gain 100 points identification, Working with Children Cards, Criminal History check, Tax File Number and other work-related licences.
- Referring job seekers for relevant training options.
- Provide pre-employment support including developing resumes, conducting mock interviews and liaising with employers.
- Visit job seekers who are unable to attend appointments in person.
- consulting regularly with the Job Coach in relation to reverse marketing and placement of job seekers into suitable jobs.
- notifying the Job Coach immediately a job seeker has commenced employment.
- actioning job seeker non-attendance at provider appointments and any other non-compliance as per participation guidelines and DHS requirements
- ensuring future appointments are booked for each job seeker and appointment letters handed to or sent to Jobseekers. If contactable by phone contact the jobseeker, the day prior to their appointment to remind them.
- Ensuring to result daily appointments daily basis and apply compliance actions when job seekers are not attending appointment without a valid reason, in consultation with Activity Mentors.
- Contacting pending job seekers timely manner from daily Follow Up List and commence in the system.
- 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.

4.3 Develop and maintain working relationships with other service providers, NIAA and key stakeholders.

- Attend community meetings including Community Safety Meeting and stakeholder meetings.
- Maintain professional relationships with community members, elders and organizations.
- Maintain regular communication with stakeholders.

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.

5. 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

6. 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 Santa Teresa Community around 85kms from Alice Springs. This position requires some travel to Alice Springs and other communities with 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) Well-developed communication and interpersonal skills, including ability to communicate effectively with EEAI program staff, other CCNT program leads and all providers across a range of diverse cultural groups, in a fluent manner, both written and oral.
- 2) Demonstrate ability to lead EEAI team and train and supervise staff and 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) 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.
- 5) Demonstrated ability in providing quality case management, tailored assistance, addressing job seeker barriers and preparing them to be job ready.

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 (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.