CatholicCare NT Role Description

Position Title	After hours Site Security & Support Officer
Position Number	CC2628
Salary	Base Salary SCHADS Grade 2.2 Plus - Superannuation guarantee - 17.5% leave loading - Salary packaging option - First Aid Allowance
EFT	Casual
Location	Crerar Rd
Completion	Ongoing (subject to funding)
Last Reviewed	October 2026

1. Program Description

CatholicCare NT (CCNT) is a not-for-profit organisation committed to building safe, respectful, and empowered communities across the Northern Territory. We provide a diverse range of social services that support individuals, families, children, schools, and communities, many of whom live in remote or very remote areas. Guided by our values of respect, honesty, courage, connection and fairness, we work in partnership with local communities, with a strong commitment to Aboriginal and Torres Strait Islander peoples and cultures.

Our Crerar Road accommodation facility provides predominately an Indigenous accommodation service, comprising of a 190-bed shared visitor accommodation over two adjacent properties. The Crerar Road accommodation facility provides a home away from home experience to our participants who come to town for medical appointments, shopping, catching up with family or sporting events. In addition to this we provide renal, and homeless accommodation.

CatholicCare NT operates the Crerar Road Accommodation site seven days, twenty-four hours. Meals are included.

2. Purpose of the Position

The Afterhours Site Security & Support Officer is responsible for the safety, security, and smooth operation of the facility during the night. This includes guest check-ins, responding to incidents, conflict resolution, and ensuring a welcoming and safe environment.

3. Organisational Relationships

Works under regular supervision and reports to the designated supervisor as per the CCNT organisational chart.
May provide limited guidance to a limited number of lower classified employees.

4. SCHADS Grade 2 Characteristics

- Work under general guidance within clearly defined guidelines and undertake a range of activities requiring the application of acquired skills and knowledge.
- General features at this level consist of performing functions, which are defined by established routines, methods, standards and procedures with limited scope to exercise initiative in applying work practices and procedures.
- Assistance will be readily available.
- May be responsible for a minor function and/or may contribute specific knowledge and/or specific skills to the work of the organisation. In addition, employees may be required to assist senior workers with specific projects.
- Expected to have an understanding of work procedures relevant to their work area and may provide assistance to lower classified employees or volunteers concerning established procedures to meet the objectives of a minor function.
- Responsible for managing time, planning and organising their own work and may be required to oversee and/or guide the work of a limited number of lower classified employees or volunteers.
- Employees at this level could be required to resolve minor work procedural issues in the relevant work area within established constraints.

5. Key Responsibilities and Performance Standards

5.1 General Operational Responsibilities

- Ensure the safety and security of all participants and staff through regular patrols of the facility's interior, exterior, and perimeter.
- Respond to incidents of antisocial or unsafe behaviour, including coordination with Emergency Services or the Public Order Response Unit when required.
- Identify and manage risks effectively, resolving conflicts promptly and professionally, even in high-pressure situations.
- Monitor and investigate any suspicious activity on site.
- Comply with and actively promote Workplace Health and Safety (WHS) policies and procedures.
- Complete and submit detailed reports on incidents, hazards, and daily surveillance activities; escalate maintenance issues as needed.
- Provide empathetic support to participants experiencing distress, vulnerability, or crisis.
- Perform administrative duties such as check-ins, processing payments, and managing room access.
- Support meal services, including assistance with dinner and breakfast distribution.

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 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 position and must also 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

- Based on-site at Crerar Road Accommodation
- Overnight shifts, including weekends

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.

8. Selection Criteria

Essential

Security Licence, and Cert II in Security Operations (or willingness to obtain within the first 3 months)
First Aid Certificate and Food Safety Certificate (or willingness to obtain within the first month)

8.1 Experience in Security, Hospitality, or Community Services

- Demonstrated experience working in a security, accommodation, community support, or related environment, preferably in overnight or shift-based roles.

8.2 Strong Conflict Resolution and Crisis Management Skills

- Proven ability to manage challenging behaviours and resolve conflict calmly and professionally, especially under pressure.

8.3 Understanding of WHS and Risk Management Principles

- Knowledge of workplace health and safety practices, with experience in identifying and responding to risks, including completing incident and hazard reports.

8.4 Cultural Awareness and Sensitivity

- An understanding of and respect for Aboriginal and Torres Strait Islander cultures, with the ability to work effectively with people from diverse backgrounds.

8.5 Excellent Communication and Interpersonal Skills

- Strong verbal and written communication skills, including the ability to interact respectfully with participants, colleagues, and emergency services.

8.6 Administrative and Organisational Abilities

- Ability to complete reports, maintain records, and carry out routine administrative tasks, such as guest check-ins and payment processing.

8.7 Ability to Work Independently and Be On Call

- Comfortable working alone overnight, with the ability to remain alert, respond to issues, and provide on-call support when needed.

8.8 Commitment to CatholicCare NT Values and Mission

- Willingness to uphold and support the values and mission of CatholicCare NT in service delivery and participant support.

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 (ICHC) prior to you 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.