

POSITION DESCRIPTION AND SELECTION CRITERIA

Position Title	CDP Case Manager
Reporting To	Operations Coordinator and Activity Coordinator
Classification	Full time
Level	6
Location	Laramba

OBJECTIVES OF THE POSITION:

Operate under the general direction of the Operations Coordinator, Activity Coordinator and CDP Manager, and in accordance with Council corporate plans, policies and relevant legislation. This position is responsible for engaging CDP participants in meaningful activities and assisting them to build capacity and skills for future employment opportunities, and to ensure the successful implementation and delivery of regular CDP activities. The position will also be required to support the CDP Activity Supervisor in assessing the needs of disadvantaged job seekers, assisting them to gain sustainable employment by preparing and implementing individualised plans, and providing employment skills, training, placement and support services.

DUTIES AND RESPONSIBILITIES:

- Provide overall supervision of CDP staff and program on site.
- Ensure CDP participants are complying with their requirements.
- Ensure that 100% of eligible jobseekers have a monthly contact appointment scheduled.
- Support eligible participants to apply for vacancies and paid work assignments.
- Commence all eligible CDP participants into WftD (work for the dole) activities.
- Ensure participants receive high quality case management at all times and are referred to activities of their interest and capacity.
- Ensure jobseeker compliance and record keeping is met and kept to a high standard.
- Adherence to KPI's involving monthly tracking and review by direct supervisor.
- Refer the job seeker to relevant support services as required and appropriate.
- Provide follow up contact and support to job seekers once they commence employment (i.e. post placement support).
- Develop strategies to ensure CDP clients are engaged and completing Job Plans.

- Assist with delivery of online training if required.
- Ensure client feedback is collected and responded to in a sensitive and timely manner.
- Regularly liaise with all members of the CDP team to ensure a coordinated, holistic and client focussed delivery of CDP services.
- Liaise effectively with all levels of staff within the Council, external agencies and outside organisations, to assist in the smooth implementation of CDP into the region.
- Ensure discretion and confidentiality is adhered to, and promote the Council's image as an efficient and effective organisation.
- Actively seek opportunities for hosting arrangements with other providers.
- Follow reasonable and lawful instructions received from CDP Manager, Operations Coordinator, Senior Activities Coordinator, Council Service Manager and other members of Senior Management.
- Provide supervision, support and mentoring to Activity Liaison and Engagement Officers (ALEO).
- Supervise, guide and mentor CDP participants engaged in meaningful work, such as CDP community based and community placement activities.
- Work with local jobseekers in the pre-employment phase with the aspiration to become job ready.
- Empower CDP participants to shape their behaviours in a positive manner to gain and retain employment.
- Assist workplace communication between Indigenous participants, supervisors, HR, other council workers and CDP personnel.
- Supervise multiple CDP activities on community.
- Ensure WHS policies and guidelines are being met.
- Print, complete and submit daily attendance sheets.
- Authorise and collate ALEO timesheets and participant attendance sheets.
- Service tools and equipment and ensure they are locked and secured daily.
- Abide by WHS legislation as per Council guidelines. This includes WHS audits and attending Tool Box Talks, and any other recommendation made by the WHS Coordinator or other members of Management.
- Undertake other duties required, which are relevant and at the level, knowledge, skills and competencies of the employee.

Position Attributes:

6.1 Authority and accountability: May be responsible for providing a specialised/technical service and for completing work with elements of complexity. Employees are accountable for the quality, effectiveness, cost and timeliness of the programs, projects or work plans under their control and for safety and security of the assets being managed.

6.2 Judgment and problem solving: Judgment and problem solving skills are required where there is a lack of definition requiring analysis of a number of options. Typical judgments may require variation of work priorities and approaches; some creativity and originality may be required. Guidance and counsel may be available within the time available to make a choice.

6.3 Specialist knowledge and skills: Employees have advanced knowledge and skills in a number of areas where analysis of complex options is involved.

6.4 Management skills: When requested provide higher level supervision of groups of operational, administrative, trades or technical employees. Employees supervised may be in a number of different work areas, requiring motivation, monitoring, managing and co-ordination to achieve specific outputs. Positions may require an understanding and implementation of relevant employment policies and practices.

6.5 Interpersonal skills: Skills to communicate with employees in lower levels and the public. Employees in this level are expected to write detailed and non-standard reports and correspondences in their field of expertise.

6.6 Qualifications and experience: Positions require working knowledge and experience of all work procedures for the application of technical, trades or administrative skills in the most complex areas of the job and suitable qualifications, which may include:

(a) Diploma or advanced diploma; or

(b) Appropriate in-house training or equivalent

Key selection criteria:

Essential:

- Solid experience in Employment Services and an understanding of strategies to address barriers to employment.
- Ability to work with unemployed and disadvantaged jobseekers.
- Ability to supervise CDP projects.
- A strong ability to build positive relationships with community leaders, staff and families where appropriate.
- Highly developed interpersonal skills; i.e. good listener, empathy and well developed emotional intelligence.
- Demonstrated high levels of professionalism, compliance and attention to detail.
- Sound computer literacy and data management skills.
- High level oral and written communication skills.
- Proven ability to manage time and work loads.
- A willingness to travel extensively to council service centres as and when required.
- Experience working in cross cultural environments, including remote Aboriginal Australia.

Desirable:

- Knowledge of Local Government functions and responsibilities, and procedures and processes.
- Knowledge of CDP and an understanding of the aims, aspirations and challenges of the implementation phase.
- Formal qualifications in Social Work, Community Development or other related discipline.
- Possession of relevant mentoring qualifications and experience.

Organisational Relationships:

Reports to:

- Activities Coordinator and Operations Coordinator
- CDP Manager

Internal Liaisons: Staff Central Desert Regional Council
Community based Council Services
Managers/Regional Services Managers, supervisors
and program managers.

External Liaisons: CDP Provider Training organisations, consultants other
government agencies.

Note to Candidates:

The CDP Case Manager will be expected to:

- Interact with Aboriginal people that speak Anmatjere, Arrernte and/or Warlpiri as a first language.
- Occasionally drive a 4WD vehicle.
- *Have a reasonable level of fitness – a certificate of fitness indicating that the employee is fit to perform this job must be submitted to Council prior to commencement of work.*
- *Hold a current drivers licence and be able to drive a manual vehicle.*
- Hold a current first aid certificate or have the ability to obtain this qualification.
- Meet all the requirements of the Council Code of Conduct in the performance of their duties.

People of Aboriginal and Torres Strait Islander descent are strongly encouraged to apply.

Applications will not normally be acknowledged on receipt. Only short listed applicants will be contacted regarding the next phase in the selection process. To those applicants who are not short listed, we extend our thanks for considering Central Desert Shire Council as a potential employer.

Prior to appointment the successful applicant will need to provide a police clearance certificate and evidence of their eligibility to work in Australia.

Applications marked 'Confidential' should be forwarded to Recruitment Team at recruitment@centraldesert.nt.gov.au

VISION – TWO WAYS, ONE OUTCOME

(Indigenous and non-indigenous people working together for the best outcomes)

INFORMATION FOR APPLICANTS FOR THE POSITION OF CDP CASE MANAGER

Central Desert Regional Council covers the following communities: Lajamanu, Yuendumu, Nyirripi, Yuelamu, Willowra, Ti Tree, Wilora, Nturiya, Pmara Jutunta, Laramba, Engawala, Atitjere and associated outstations plus a large area of currently unincorporated land.

Council has been operational since 1 July 2008, has an area of approximately 282,093 square kilometres and a population of 4,591.

CONTRACT

The successful applicant will be employed under a performance based contract for a fixed term to end of June 2018.

SALARY

The salary is Level 6 with a range depending on qualifications and experience of \$71,568- \$76,255 per annum plus superannuation and holiday leave loading. Employment terms will be as per the CDRC Enterprise Agreement 2016-2019.

SUPERANNUATION

Employer contributes 9.5 % superannuation – employee shall have complete freedom of choice over the complying fund that their contributions are paid to, with the default being the State Wide Super.

SALARY SACRIFICING

Council has entered into a contractual relationship with Remserv to administer the salary packaging process on its behalf. Remserv is offering a suite of benefits which Council believes may be useful to our staff. For more information please contact them on remserv@remserv.com.au or on 1300 30 39 40.

Staff are encouraged to seek independent financial advice over salary packaging.

NOTE: Local Government Councils are not entitled to Public Benevolent Institution Taxation Benefits and consequently Council can not legally offer such benefits.

ANNUAL LEAVE

The employee is entitled to 6 weeks annual leave per annum or 4.385 hours annual leave for every week of continuous service.

LONG SERVICE LEAVE

LSL will be in accordance with the Long Service Leave Act of the Northern Territory as amended.

PERSONAL LEAVE

- a) An employee may take paid Personal/Carers' Leave if the leave is taken:
- Because the employee is not fit for work because of a personal illness, or personal injury affecting the employee; or
 - To provide care or support to a member of the employee's immediate family, or a member of the employee's household, who requires care or support because of:
 - A personal illness, or personal injury, affecting the member, or an unexpected emergency affecting the member.
 - For dealing with the consequences of domestic violence to the employee, immediate family or a member of the employee's household.
 - For paternity leave purposes to a maximum of three weeks
- b) The amount of personal leave to which the Employee is entitled depends on how long they have worked for the Employer and shall accrue at the rate of one day per month for each completed month of service .ie. 12 days per annum or 1.754 hours per week.
- c) The Employee is entitled to use up to 10 days as additional non cumulative paid bereavement leave per annum if a member of the Employee's immediate family or household dies.
- d) The entitlement to carer's or bereavement leave is subject to the person taking the leave being either a member of the Employee's immediate family or a member of the Employee's household.
- e) An employee, other than a casual employee, is entitled to two (2) days of paid compassionate leave for each occasion when a member of the employee's immediate family, or a member of the employee's household,:
- contracts or develops a personal illness that poses a serious threat to his or her life
 - sustains a personal injury that poses a serious threat to his or her life
 - dies

STUDY LEAVE

The employee is entitled to 3 hours per week (including travelling time) for study leave by agreement with the relevant Director.

An employee who undertakes an approved course of study, or conference and training shall be reimbursed in any one year up to a \$1,000 for approved study costs (other than supplementary examinations and late enrolment or late entry fees).

LEAVE WITHOUT PAY

Leave without pay provisions apply as approved by the CEO.

HOURS OF WORK

38 hour week plus reasonable additional hours. A standard day is 7.6 hours unless otherwise authorized by Council.

CEREMONIAL LEAVE

Generous leave conditions (10 days per annum) for cultural or spiritual beliefs will apply to employees who are adherent to Aboriginal culture and who practice Aboriginal spiritual beliefs.

PUBLIC HOLIDAYS

The employee is entitled to statutory public holidays and Northern Territory gazetted public holidays for the region.

Additionally, the Council closes down between Christmas and New Year and the 3 working days involved are granted as leave with pay.

PROBATION

The employee's employment will be subject to an initial probationary period of six months.

RELOCATION EXPENSES

The Regional Council's relocation policy which is on the website will apply.