

Position: Casework Support Officer

NPYWC Program: Child and Family Wellbeing Service

Employment Details: Casual or Part Time (Flexible Options Available)

Location: Alice Springs

Base Salary: \$29.39 - \$40.45 per hour (excluding 25% casual loading) plus superannuation

This position is an identified position and applicants are required to be of Aboriginal or Torres Strait Islander descent

What we do:

We are an Anangu-led organisation, governed by women's law, authority and culture. We deliver health, social and cultural services for all Anangu.

Our Values:

We believe in the strength of Anangu people, culture, and the collective agency of women. We are dedicated to delivering more and better choices for our communities. We are committed to Malparara way – a cross cultural practice framework specific to NPYWC that respects the contribution Anangu and non- Indigenous people, working alongside each other, bring to the organisation

We are a trauma-informed organisation and this guides our work.

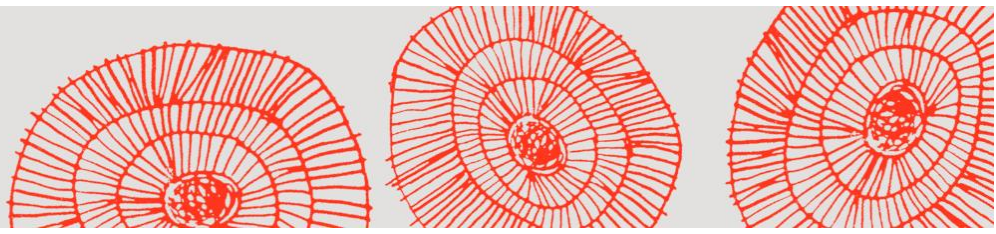
Your Team:

The Child and Family Wellbeing Service (CFWS) is made up of Four programs; Child Nutrition, Child and Family Intensive Support Service (Walytjapiti), Child Advocacy and Improving Multi-Disciplinary Responses (Palyawanungku).

The primary focus of the Child and Family Wellbeing Service (CFWS) is to deliver targeted, efficient and effective community services within the NPY region, seeking the best possible outcomes with regard to improving the quality of life for Anangu children and communities.

Your Role:

The purpose of the Case Work Support Officer position is to provide a professional and responsive service to CFWS clients, visitors and internal and external stakeholders. Assisting Case Workers and the CFWS team in supporting clients is the primary function of the role.



Your Responsibilities:

- Respond to incoming CFWS phone calls, including addressing enquiries, providing information, transferring calls, taking clear and accurate messages and triaging calls for CFWS teams.
- Welcome clients and other visitors to CFWS, notifying staff of arrivals and responding to general enquiries.
- Assist CFWS team members with client support tasks such as supporting the clients to coordinate and attend their appointments, shopping and transport and other administrative tasks requested by CFWS Team members.
- Assist the CFWS Team with General office management tasks and duties.
- Support travelling staff to prepare for bush trips and workshops, such as assisting with gathering resources and shopping as requested by travelling staff.
- Ensure adequate stationery and office supplies, including shopping for client food.
- Maintain an inviting and tidy environment, including responsibility for cleaning and tidying client room, staff kitchen and outside area.
- Other reasonable and lawful duties as directed.

Skills and Experience:

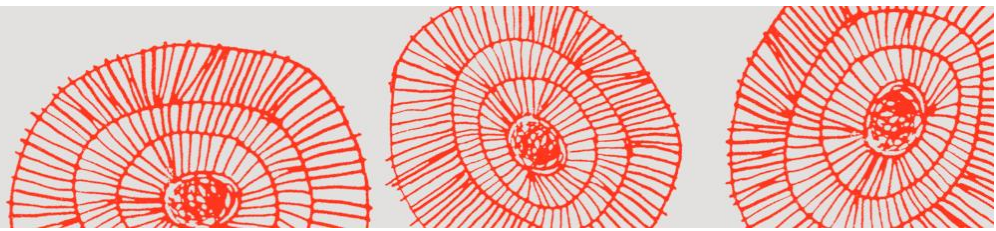
- Excellent interpersonal skills, including internal and external customer service, and conflict resolution.
- Organisation and planning skills for managing and prioritising competing demands.
- Ability to be adaptable with strong problem solving skills.
- A general understanding of current issues relating to Anangu Families and Children.
- Experience working with administrative processes
- Experience working in cross-cultural environment (desirable).
- Experience working within with the Aboriginal children and families (desirable).

Qualifications:

Australian drivers license is required to perform the duties of this role.

Remuneration:

- Base Salary: \$29.39 - \$40.45 per hour (excluding 25% casual loading)
- 11.5% Superannuation
- Generous Leave Entitlements
- Salary Packaging Benefits
- Retention Bonus



Employment Conditions:

- Work in a manner consistent with NPYWC Values, Code of Conduct, Rules and advocacy positions.
- Follow and work within NPYWC policies and procedures.
- Be responsible and accountable for your own and others health, safety and wellbeing.
- If applicable, the employee will provide the highest standards of service to clients at all levels by modelling service excellence that meets the needs of clients and enhances the profile of NPYWC.
- Some positions will require working in remote communities for extended periods and out of hours' work requiring overnight absences.
- Remote positions include accommodation. Usually this is stand-alone accommodation, however from time to time, based on accommodation and service delivery demands, this situation may change and staff may be required to co-share a NPYWC leased or owned property.
- Every employee is required to have (or willing to obtain) a current and valid criminal history check, and if applicable, a Working with Children Check.
- We require some remote based and travelling staff to have a current Australian driver's licence.
- We require some remote based and travelling staff to be able to operate a manual 4WD vehicle or have a willingness to undertake training.
- All employees are required to have a First Aid certificate or have a willingness to undertake First Aid training.
- A good level of health and fitness that matches the requirements of the role is required. If necessary NPYWC may require an employee to undergo a pre-employment medical assessment.

We are committed to building a respectful and inclusive workplace, appointing the best person for the role and supporting diversity.

All information will be held in the strictest of confidence.

To find out more about this position, please contact People & Workplace Services, on 08 8958 2329 or visit <https://www.npywc.org.au/jobs/> for more information about the role and what it's like to work for us.

ACKNOWLEDGEMENT FOR RECEIPT OF POSITION DESCRIPTION

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Employee Name (Please Print)

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Employee Signature

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Date