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| POSITION DESCRIPTION | |
| Title | **Case Manager (CDP)** |
| Award | **Social, Community, Home Care & Disabilities Award (2010)** |
| Salary | **Level 7.1 ($62,364.42)** |
| Position Status | **Full-time (2 year contract)** |
| Location / Base | **Ngaanyatjarra Lands** |

###### PURPOSE OF POSITION

Your primary role will be to provide integrated case management to participants on the Community Development Programme (CDP) so that they can improve their employability and fulfil their activity requirements under CDP.

This will involve engaging your caseload of CDP participants, developing job plans, regularly meeting and providing ongoing support to CDP participants and completing associated IT processes for your caseload.

You will also be required to provide basic Centrelink services for community residents, help non-attending CDP participants to overcome any barriers to attendance and support CDP participants to obtain paid employment.

###### REPORTS TO

Community Services Manager (CSM)

ABOUT NGAANYATJARRA COUNCIL

Ngaanyatjarra Council (NCAC) was incorporated in 1981 with the aim of supporting the development of all Ngaanyatjarra people. At the core of this work was assisting the Ngaanyatjarra Communities to be strong and sustainable with reliable essential services, air transport, bookkeeping, agency and road transport, fuel distribution, health services, community services and improved housing.

Ngaanyatjarra Council (Aboriginal Corporation) represents the interests of around 2000 Ngaanyatjarra, Pintupi and Pitjantjatjara people living in 11 communities in the Central Desert region of Western Australia. Today, Ngaanyatjarra Council is one of the largest Indigenous Corporations in Australia and has grown to be the major representative body for Ngaanyatjarra people.

In June 2013, Ngaanyatjarra Council was appointed RJCP Provider for all communities in the Ngaanyatjarra Region. Under this appointment, Council is responsible for the delivery of the RJCP to 750-800 Jobseekers in the region, through the development of vocationally oriented activities in communities and the provision of an employment service for RJCP participants. Council also works closely with other relevant stakeholders such as employers operating in the region, and agencies of government such as the Department of Human Services (DHS) and the Department of the Prime Minister and Cabinet (PM&C).

In June 2015 the Australian Government announced that the RJCP program would be called the Community Development Programme (CDP) from 1 July 2015.

Ngaanyatjarra Communities: Warburton, Warakurna, Wanarn, Wingellina (Irrunytju), Blackstone (Papulankutja), Jameson (Mantamaru), Tjirrkarli, Patjarr, Tjukurla, Kanpa and Kiwirrkurra. Ngaanyatjarra Council is also the CDP Provider for the Tjuntjuntjara Community, which derives governance from the Paupiyala Tjarutja Aboriginal Corporation (PTAC).

###### KEY RESPONSIBILITIES

**Operations**

* Provide integrated case management for CDP participants, including face-to-face appointments and associated IT processes for:
  + direct registration of participants onto the CDP Programme;
  + initial interviews with participants to inform them of their obligations under CDP, to DHS and determine their participation requirements;
  + developing Job Plans in consultation with participants;
  + initial and ongoing contact appointments with participants to review their progress and determine what assistance they require;
  + referrals to relevant job vacancies, Work for the Dole activities and any other relevant services; and
  + managing participant attendance at Work for the Dole activities.
* Provide basic Centrelink services for community residents, including:
  + Access to information and pamphlets on Centrelink assistance;
  + Access to Centrelink faxing, phoning and copying services;
  + Assistance with access to Centrelink Online Servicing; and
  + Assistance in liaising with Centrelink Offices / officers.
* Consult and work with Activity Supervisors and other relevant stakeholders to facilitate participation in CDP activities in your relevant community(s).
* Liaise with CDP Coordinator about any case management-related issues.
* Encourage and support participants to participate in CDP in accordance with their obligations and Job Plan.
* Create weekly attendance lists and timesheets for Activity Supervisors and other relevant stakeholders.
* Ensure accurate, appropriate and timely recording of attendance or non-attendance at activities in the relevant IT system.
* Liaise with internal and external stakeholders to maximise job seeker outcomes.
* Support participants with obtaining paid employment and conduct appropriate post placement support to enhance sustainability of employment.
* Maintain files, file notes, timesheets, activity lists and relevant forms for participants on your case load to ensure contractual compliance.
* Maintain a sound level of understanding of CDP, and compliance with CDP contractual requirements, policies and programme guidelines.
* Provide relief supervision, mentoring and support to CDP participants attending Work for the Dole activities.
* Supervise and assist CDP participants in office and administrative related functions.
* Provide all reasonable assistance to Department of Human Services (DHS) or Centrelink, in accordance with organisational guidelines and Centrelink Agency contracts.
* Assist with the administration of the community office.
* Ensure compliance with OH&S requirements.
* Other duties as directed by management.

**Accountability**

* The Case Manager is accountable to the Ngaanyatjarra Council, and will report through the management structure as defined above.
* The Case Manager will work cooperatively with the Ngaanyatjarra Communities, which have their own governance and reporting responsibilities.
* The Case Manager does not have the authority to represent an individual Ngaanyatjarra Community, unless invited to do so by the community.

**Efficiency & Effectiveness**

▪ Is quick to respond to enquiries and action where relevant and/or necessary.

▪ Has high accuracy skills.

▪ Uses initiative, and completes tasks in a timely manner.

* Uses innovation to engage job seekers in CDP activities.

**Stakeholder Relationships**

* Operates within a framework that recognises and is sensitive to all factors relevant to CDP participants, including their cultural and community context, barriers, parental and caring responsibilities, age, language, skills and experience.
* Is proactive in the area of relationship management with all Ngaanyatjarra staff, Ngaanyatjarra Lands based employers, DHS, PM&C, RTO’s and Centrelink and will develop an effective working relationship with these agencies through appropriate and honest support and/or feedback

▪ Ensures communications are appropriate to the Ngaanyatjarra communities, and Ngaanyatjarra Council & its entities within which the role operates.

* Integrates operational inputs with those of other members of Ngaanyatjarra Council’s CDP team.
* Maintains good working relationships with Indigenous people and the Ngaanyatjarra communities.
* Demonstrates sensitivity to cultural differences and multiple barriers faced by the long term unemployed.

**Integrity & Ethical Behaviour**

* Acts with integrity at all times and ensure that areas of responsibility operate in an open, transparent and accountable manner.
* Ensure all personal and confidential material is managed in accordance with organisational guidelines.

###### SELECTION CRITERIA

*The appointee should possess the following skills, abilities and experience*;

ESSENTIAL

* High level of communication and interpersonal skills.
* Knowledge and experience of case management and its practice with clients demonstrating complex needs and who may be culturally and linguistically diverse.
* Excellent computer skills including the ability to process comprehensive information on computers and online platforms.
* Ability to maintain accurate records (electronic and paper-based) and to understand and implement contractual requirements and guidelines.
* Ability to manage time, set priorities and to achieve outcomes in a demanding environment.
* An ability to interact with, and develop a rapport with, people from diverse backgrounds.
* Demonstrated ability to work as part of a team.
* Shows initiative with a proven ability to work autonomously as well as part of a team.
* Current drivers licence.
* Cleared Police and Working with Children checks.

DESIRABLE

* Previous experience living and working in remote communities.
* Experience in or understanding of employment and/or community service programs.
* Experience and/or qualifications in human services, employment services, social work or community development.
* A demonstrated aptitude for other languages or familiarity and experience with a Ngaanyatjarra language would be an advantage.

**CASE MANAGER**

**NCAC POSITION DESCRIPTION ACCEPTANCE**

I state that I accept the attached position description, dated July 2015 and will carry out the duties outlined in this position description to the best of my ability.

Employee printed name: …………………………………………………………………….

Signature: …………………………………………………………………………………………………..

Date: …………………………………….

HR Representative printed name: …………………………………………………

Signature: ………………………………………………………………………………………………….

Date: ……………………………………