

POSITION DESCRIPTION	
Title	CDP Engagement Officer
Award	Social, Community, Home Care and Disabilities Award (2010)
Classification	Level 5.1
Salary Range	\$76,681.29 (access to salary packaging is available)
Position Status	Permanent full-time
Location / Base	Warburton

PURPOSE OF POSITION

This pd combines CDP activity supervision and case management functions, however depending on the skill set of the applicant they may be required to focus on one of these criteria more than the other, although all staff will be required to gain at least a basic understanding of Case Management and the ECSN IT system.

Activity Supervision

You will be required to engage with CDP participants to facilitate and supervise Work for the Dole (WfD) activities. This will involve working with the community to identify, set-up and run WfD activities, supervising CDP participants, recording attendance at activities, providing on-the-ground supervision and working with participants to improve their employability.

Case Management

You will also be required to provide integrated case management services to CDP participants. This will involve engaging with CDP participants, developing job plans, regularly meeting with and providing ongoing support to CDP participants and completing associated IT processes.

REPORTS TO

General Manager, CDP

ABOUT NGAANYATJARRA COUNCIL

Ngaanyatjarra Council ('Council') 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.

Community Development Programme (CDP)

The Community Development Programme commenced on 1 July 2015. Ngaanyatjarra Council (NCAC) is the CDP Provider for the Ngaanyatjarra region and provides a single point of contact for CDP participants and employers. NCAC has now been awarded the contract until June 2022.

Under CDP, all adult jobseekers in remote communities aged 18 – 54 years, not in work or study, have to undertake continuous Work for the Dole activities – 20 hours a week, 46 weeks per year.

Under CDP, jobseekers receive assistance from Ngaanyatjarra Council CDP Engagement Officers to help build their skills, become job ready and to participate to their maximum capacity in community development and work-like activities that benefit their community.

NCAC works closely with the Ngaanyatjarra Communities to identify and facilitate a range of different community development activities in each community. We also promote these opportunities to CDP participants while helping them to understand what they need to do to continue receiving income support.

Ngaanyatjarra Communities: Warburton, Warakurna, Wanarn, Wingellina (Irrunytju), Blackstone (Papulankutja), Jameson (Mantamaru), Tjirrkarli, Patjarr, Tjukurla, Kanpa and Kiwirrkurra.

KEY RESPONSIBILITIES

Activity Supervision

- Engage and consult with CDP participants and community members to identify relevant WfD activities in your community;
- Supervise, support and encourage CDP participants in Work for the Dole (WfD) activities;
- Contribute to the development of work skills and work habits of CDP participants through mentoring, training and support;
- Carry out relevant administrative tasks and assist with documentation of processes for WfD activities;
- Identify and implement appropriate and approved incentives to support attendance at WfD activities;
- Complete and distribute timesheets for WfD activities occurring in your community and forward to Perth office for processing on CDP IT system;
- Investigate and perform follow up actions to determine reason(s) for non-attendance at CDP activities;
- Where possible, incorporate language, literacy and numeracy training for CDP participants into your CDP activities;
- Develop and implement project activity plans, budgets and risk assessments for the WfD activities you will be managing;
- Review health and safety requirements on a daily basis;
- Ensure CDP participants involved in your WfD activities are aware of health and safety procedures and their obligations;
- Organise tools, equipment and materials for your WfD activities;
- Monitor spending in line with budget allocations and delegation limits;
- Allocate tasks to each CDP participant involved in your WfD activities;
- Ensure your WfD activity sites are kept tidy and any potential hazards are eliminated or minimized.

Case Management

- Provide integrated case management for CDP participants, including face-to-face appointments and associated IT processes for:
 - direct registration of participants onto the ECSN IT system;
 - initial interviews with participants to inform them of their mutual 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 assistance to CDP participants accessing basic Centrelink services
- Liaise with the Perth office and/or General Manager, CDP about any case management-related issues.
- Encourage and support participants to participate in CDP in accordance with their obligations and Job Plan.
- Ensure accurate, appropriate and timely recording of attendance or non-attendance at appointments in the relevant IT system.
- Liaise with internal and external stakeholders to maximise job seeker outcomes.
- Support participants into 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.
- 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.
- Travel to other Ngaanyatjarra Communities and provide outreach CDP case management services
- Ensure compliance with OH&S requirements.
- Other duties as directed by management.

Other

- Conduct regular CDP community consultations with community members and other relevant stakeholders.
- Maintain skills and knowledge in all areas of CDP by research and attending relevant learning and development activities.
- Develop links between CDP participants and employers in your community.
- Identify, manage, mentor and support locally employed CDP Leading Hands or General Hands employed under CDP in your community.
- Keep communications open with management and other CDP staff regarding current activities and upcoming activities.
- Ensure compliance with OH&S requirements.
- Other duties as directed by management.

Accountability

- The CDP Engagement Officer is accountable to the Ngaanyatjarra Council and will report through the management structure as defined above.
- The CDP Engagement Officer will work cooperatively with the Ngaanyatjarra Communities, which have their own governance and reporting responsibilities.
- The CDP Engagement Officer 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.

Stakeholder Relationships

- Is proactive in the area of relationship management with all Ngaanyatjarra staff, Ngaanyatjarra Lands based employers, DHS, PM&C & RTO's 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, NCAC & its entities within which the role operates.
- Integrates operational inputs with those of other members of NCAC'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

SELECTION CRITERIA

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

- Excellent relationship building skills including the ability to motivate and build rapport with others, with well-developed oral communication skills as well as sound written skills;
- Previous experience in Employment Services or use of the ECSN IT system;
- Knowledge and experience of case management and its practice with clients demonstrating complex needs and who may be culturally and linguistically diverse;
- Demonstrated empathy and the ability to work alongside disadvantaged CDP participants in a non-judgmental manner;
- Excellent computer skills including the ability to process comprehensive information on computers and online platforms;
- Well-developed planning, time management and organisational skills;
- Previous experience in the supervision and/or motivation of others;
- Shows initiative with a proven ability to work autonomously as well as part of a team;
- Have a passion for community development and/or helping vulnerable people in a remote community environment;
- Manual drivers' licence;
- Cleared Police & Working with Children checks or willingness to obtain.