Remote Jobs and Communities Program Coordinator
Community Based

Organisational Environment
The Victoria Daly Shire was formed in 2008 as part of the Local Government reforms in the Northern Territory. The Shire encompasses a geographical area of 168,277km², which comprises of eight indigenous communities and surrounding outstations. Latest data indicates total population estimates are approximately 8000. Shire Service Centres are located in Kalkarindji, Yarralin, Timber Creek, Pine Creek, Nauiyu, Peppimenarti, Palumpa and Wadeye.

The Victoria Daly Shire Council strives to be a recognised and respected leader in Local Government by forming strong partnerships within our communities and advocating for regional and local issues. We believe that maximising service effectiveness and linking people with information will help us to deliver quality services in this beautiful region. We are passionate about creating a sustainable future for the people of the Shire and the generations to come.

The Remote Jobs and Communities Program (RJCP) is the Australian Government’s approach to providing employment services and participation activities and associated community engagement in remote Australia. The RJCP commenced on 1 July 2013.

The RJCP aims to achieve personal, social and economic development through active participation, jobs and strong communities in remote Australia.

RJCP is based on community ownership and involvement; it encourages and promotes collaborative, community-driven approaches to conducting employment and participation activities.

Personal Attributes
As a senior member of the Victoria Daly Shire Council it is expected that

- You lead and develop staff through a positive approach ensuring to display appropriate ethical behaviors, honesty and discretion at all times.

- You use an effective approach to managing staff, demonstrating an appropriate balance between empowerment, support and assertiveness.

- You are an effective leader, with the vision and presentational skills to motivate and empower your areas of management to achieve and maintain a high performance culture.

- Your commitment to moving the Shire forward is portrayed through your high level of performance, quality of work and your attention to detail.

- You are able to work effectively in a political environment, building effective relationships with elected members and be able to demonstrate political sensitivity.
• You are comfortable with the pressures and high level of accountability and responsibilities of the Executive Manager role.

Summary of Position

The RJCP Coordinator is an integral part of the RJCP case management team. In particular, the RJCP Coordinator has responsibilities for ensuring RJCP services, systems and processes achieve the Integrated Case Management objectives of the RJCP. You will work closely and sensitively with job seekers to provide compliant employment assistance, participation management and related reporting and administrative functions.

Key Result Areas

The Key Performance Indicators (KPIs) of the RJCP Coordinator will be agreed as part of each RJCP Coordinator’s Staff Performance Plan and will be dependent on the ETB’s work location and experience.

The KPIs of RJCP Coordinator will be aligned with the DEEWR RJCP performance management framework and the RJCP Regional Operational Plan for Region Victoria River (available as separate documents).

Position Liaises with

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<th>Internal</th>
<th>External</th>
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<tr>
<td>All Directors</td>
<td>Government Representatives</td>
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<td>Executive Managers</td>
<td>Local Government Association of the Northern Territory (LGANT)</td>
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<td>Shire Service Managers</td>
<td>Organisational Representatives</td>
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<td>Program Managers</td>
<td>Sub Contractors &amp; Suppliers</td>
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<tr>
<td>Program Team Leaders</td>
<td>Community Organisation Representatives</td>
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<td>Council Staff</td>
<td>Community Members</td>
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Organisational Relationship

Chief Executive Officer

Executve Manager Community Operations

RJCP Regional Manager

RJCP Compliance Officer

RJCP Coordinator

RJCP Project Coordinator/Mentor
Specific Duties

- Operate within a framework that recognises and is sensitive to all factors relevant to the eligible job seeker, including their cultural and community context, barriers, parental and caring responsibilities, age, language, skills and experience.
- Commence, engage and case manage job seekers to ensure ongoing participation, consistent with individual participation requirements.
- Ensure all job seekers participate in RJCP services according to a negotiated and agreed PPP that is current, relevant and appropriate.
- Ensure job seekers continue to participate in accordance with their obligations and agreements according to their PPP.
- Ensure accurate, appropriate and timely recording of participation or participation failure according to contractual and organisational guidelines.
- Work collaboratively with job seekers, the case management team and other relevant stakeholders to ensure support and encourage job seekers to participate appropriately, including those with disabilities, partial work capacity and multiple barriers.
- Work collaboratively to ensure referral to activities/services is consistent with PPPs, appropriate and relevant to addressing barriers and will enable job seekers to improve their employability and contribute meaningfully to the community, including but not limited to: employment, unpaid work experience placements and voluntary work activities, foundation skills, pre-vocational and work-skills training.
- Seek approval to utilise the Participation Account to assist eligible job seekers in accordance with their PPP and the organisation’s policy guidelines.
- Use innovation to engage job seekers in RJCP activities.
- Implement appropriate assessment mechanisms, tools and targeted communication skills to assess the individual barriers and needs of job seekers.
- Work collaboratively with job seekers and where relevant other stakeholders to ensure all job seekers have a current, realistic and appropriate PPP that will assist them to meet their participation requirements and individual, identified needs.
- Ensure eligible RJCP participants meet participation obligations in a timely manner and in accordance with contractual requirements and organisational guidelines.
- Ensure referral and commencement into employment, RJCP activities, external programs and specialist services are consistent with PPPs, are relevant, appropriate and documented to meet contractual requirements and organisational guidelines.
- Provide all reasonable assistance to Department of Human Services (DHS) or Centrelink, in accordance with organisational guidelines.
- Carry out suspensions and exits of ineligible job seekers in accordance with organisational guidelines.
- Refer all requests for transfer to the Senior ETB or other supervisor.
- Ensure the RJCP customer feedback process is adhered to in accordance with organisational guidelines.
- Ensure all personal and confidential material is managed in accordance with organisational guidelines.
- Support the special participation and support activities for CDEP Scheme Participants.
* N.B. The organisational policies are aligned with the requirements of the RJCP Funding Agreement and relevant laws and regulations.
- Ensure job seekers with a disability or those identified with a partial work capacity, have access to quality, fair, equitable, appropriate, relevant and tailored, RJCP services that are compliant with Disability Service Standards, contract and organisational guidelines.
• Use innovation and collaboration to develop, promote and implement new strategies to drive successful performance of RJCP services to job seekers or volunteers with disabilities.
• Ensure that the resources of the council are effectively deployed.
• Carry out any other duties as directed by the CEO.

**Selection Criteria**

**Essential**

1. Understanding of the challenges of working in remote Australia.
2. High level of communication and interpersonal skills with jobseekers in remote communities.
3. Understanding of the barriers faced by staff and jobseekers in remote communities who may have complex needs and who are culturally and linguistically diverse.
4. Experience and/or qualifications in human services, employment services, community welfare, social work or community development.
5. Knowledge and experience of case management and its practice with clients demonstrating complex needs and who may be culturally and linguistically diverse.
6. Ability to process comprehensive information on computers and online platforms.
7. Previous experience working in indigenous organisations/remote communities.
8. An understanding of contemporary industrial relations matters including Equal Employment Opportunity, Occupational Health and Safety principles, with a commitment to their application.
9. A current driver’s licence.

**Desirable**

1. Previous experience living and working in remote communities.
2. Previous experience, knowledge and understanding of case management.

**Key Performance Measures**

**Reliable conduct and behaviour**

- Code of Conduct maintained, on time, reliable attendance
- Modelled high standard of behaviour and work effort for others to follow
- Deadlines and timelines met, exceptions reported to Executive Manager Community Operations in advance
- Safe work practices developed and followed

**Work Quality**

To satisfy the ever-changing needs of our communities, funders, relevant stakeholders and employees, with value added direct management emphasising a continuous commitment to satisfaction through an ongoing process of education, communication, evaluation and constant improvement

**Team Leadership and Relationships**

- Ensure compliance with the Shire Plan, relevant legislation and building codes
- Provide professional project management advice
- Timely, accurate and reliable reporting
- Expenditure within budget
- Effective working relationships within team and Council and with community and external agencies; conflicts managed constructively
**Problem Solving**

- Knowledge of systems and standards used to develop work plans and efficient processes
- Potential problems drawn to the attention of Executive Manager Community Operations and solutions proposed
- Demonstrated flexibility to shift priorities and move resources to other work to meet demand

**Commitment and Pride in Work**

- Employee skills and knowledge continually upgraded through active on the job coaching and off the job training
- High standards of work quality and behaviour by team earned respect in community and within VDSC

**Approval**

This appointment is a full time permanent position and the appointed applicant will be required to undergo a Police check and hold a Working with Children’s Card. The position holder must be willing to adhere to Councils Code of Conduct, Conditions of Employment, Policies and Procedures.

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Stuart Duncan – Chief Executive Officer

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