PO Box 1098, Nightcliff NT 0814 Phone: 08 8948 3733 ICN: 3170
Email: reception@larrakia.com Fax: 08 8948 3488 ABN: 56531057147

## **POSITION DESCRIPTION**

**Position:** Client Services Officer

**Program:** Information and Referral Office (IRO)

Salary sacrifice available: Yes – through external provider (currently \$16,050 pa attracts

no PAYG)

**Superannuation:** 9% employer contribution (in addition to actual base salary)

Standard working days per Five (5) – Monday to Friday

Week:

Shift Worker: No

Responsible to: Manager – Information and Referral Office

Work Location: 50 Bradshaw Terrace, Casuarina or 1/3 Mansfield St

Palmerston

Work related travel: Yes, as required

## THE ORGANISATION:

The Larrakia Nation Aboriginal Corporation ("LNAC") is a member-based body corporate registered under the Commonwealth Corporations (Aboriginal and Torres Strait Islander) Act 2006 (the CATSI Act). The members are represented by a Board of Directors which is legally responsible for administering the corporation in accordance with the CATSI Act and establishing broad policies and objectives for the corporation. The Chief Executive Officer ("CEO") is responsible for implementing the policies and objectives established by the Board of Directors and managing the day-to-day activities of the corporation.

The LNAC is the peak advocacy and support agency for the Larrakia people, the traditional landowners of the Greater Darwin area. Initially established in 1998 to represent the Native Title interests of the Larrakia people, the LNAC has since evolved into a vital service delivery organisation focussed on addressing the social, cultural and economic aspirations of the Larrakia people by initiating and administering programs, projects and services for the broader Aboriginal community.

The members of LNAC are those Aboriginal persons who, under traditional law and custom, hold rights and interests to the traditional country (Darwin Harbour, Cox Peninsula, most of Gunn Point and much of rural Darwin).

LNAC is a not-for-profit organisation and receives the majority of its capital and operating expenses from the Northern Territory Government, Commonwealth Government and by entering into business partnerships with the private sector.

## Larrakia Nation Aboriginal Corporation

## POSITION DESCRIPTION

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## **PROGRAM DETAILS:**

The Information and Referral Office ("IRO") provides services to people who are homeless, at risk of becoming homeless, camping illegally in public places or affected by antisocial behaviour in public places, or is identified by the service or other agencies as requiring transport to their community.

Services provided include:

- Proof of Identification;
- Return Home (within the NT only);
- Accommodation;
- Referral to other agencies.

## **PRIMARY OBJECTIVE:**

As a member of a team, provide assistance to clients of the Information and Referral Offices with services and referrals to other relevant agencies.

## **KEY RESPONSIBILITIES:**

- 1. Assist client in making application for services;
- 2. Assess eligibility of clients to received services;
- 3. Work with client to identify temporary accommodation options;
- 4. Book and purchase client transport;
- 5. Produce and issue proof of identity cards;
- 6. Keep accurate record of service, including data collection and data entry in the Larrakia database;
- 7. Assist in the administration of income and deductions:
- 8. Develop contacts with service organisations and agencies providing services to the client group;
- Undertake other program related duties as required by the Team Leader and the Program Manager.

pproved	 Ilana ELDRIDGE, Chief Executive Officer	Date:	

# Larrakia Nation Aboriginal Corporation **POSITION DESCRIPTION**

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## **SELECTION CRITERIA:**

## **Essential:**

- 1. Ability to communicate, liaise, consult and negotiate with Indigenous people, communities and organisations;
- 2. Experience in customer service;
- Knowledge of referral networks and experience working collaboratively with other agencies;
- 4. Demonstrated understanding of information technology and experience in data entry and collection;
- 5. Sound literacy and numeracy skills.
- 6. Valid Police check.

## **Desirable**

- 1. Understanding of the history and contemporary issues affecting Indigenous families in urban and remote settings.
- 2. Knowledge of Larrakia Nation services.

## Note:

Applicant's are required to provide at least two (2) current verifiable referees and may be required to undertake a Police background check.

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Dated:		/ /			
Signed:					
Approved		llana ELDRIDG	E, Chief Executive Of	ficer Da	ate: