



LARRAKIA NATION ABORIGINAL CORPORATION

PO Box 1098, Nightcliff NT 0814
Email: reception@larrakia.com

Phone: 08 8948 3733
Fax: 08 8948 3488

ICN: 3170
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 Week:	Five (5) – Monday to Friday
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.

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;
9. Undertake other program related duties as required by the Team Leader and the Program Manager.

