



LARRAKIA NATION

ABORIGINAL CORPORATION

ICN 3170

FIELD OFFICER – RETURN TO COUNTRY

ABOUT THE CORPORATION

Larrakia Nation Aboriginal Corporation (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.

LNAC is a not-for-profit organisation, receiving the majority of its operating expenses from funding from the NTG & Commonwealth Governments.

PROGRAM DETAILS

Return to Country 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.

KEY RESPONSIBILITIES

OBJECTIVE: As a member of a team, provide assistance to clients with services and referrals to other relevant agencies.

- Assist clients in making application for services;
- Assess eligibility of clients to receive services;
- Work with clients to identify temporary accommodation options;
- Book and purchase client transport;
- Produce and issue proof of identity cards;
- Keep accurate records of service, including data collection and data entry in the Larrakia database;
- Assist in the administration of income and deductions;
- Develop contacts with service organisations and agencies providing services to the client group;
- Undertake other program related duties as required by the Program Coordinator;

POSITION DETAILS

JOB TITLE: FIELD OFFICER
PROGRAM: RETURN TO COUNTRY PROGRAM
LOCATION: BRADSHAW TERRACE, CASUARINA
POSITION: LEVEL 3
REPORT TO: TEAM LEADER RTC
SUPERVISION: N/A
MORE INFO: HR Department
T: 08 8948 3733
E: hr@larrakia.com

KEY RESPONSIBILITIES

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- Assist in the development and implementation of procedures;
- Ensure client confidentiality and legally accountable practices at all times;
- Ensure effective communication with colleagues, clients and service providers, plus involvement and contribution to regular and consistent team meetings and handovers;
- Other position related duties as requested by the Program Manager and Coordinator; and
- Maintain respect for Larrakia people and traditional country.

KEY QUALITIES

LNAC considers that the following personal qualities are vital to a **Field Officer**:

Organisational

- Demonstrated ability to work collaboratively and autonomously as required
- Ability to work within allocated timeframes in a fast-paced environment
- Ability to cooperate and work collaboratively with all staff, management, other service providers and LNAC members

Personal Attributes

- A passion for customer service
- Flexibility to adapt to new situations as they arise
- Possess drive, commitment and a sense of humour
- Caring and supportive attitude
- Patience, empathic and a high level of professionalism
- Organised and able to multi-task
- Physically fit and able to lift heavy objects
- Excellent interpersonal skills and manner
- Willingness to adapt to work in a challenging environment
- Genuine appreciation of Indigenous people and culture

Commitment and Application to Duties

- Demonstration of a positive and proactive attitude with strong initiative
- Promote the organisation in a positive manner at all times
- Take reasonable care to ensure one's own safety at work and that of other staff within the workplace
- Remain calm and collected if faced with challenging situations
- Courteous and prompt when responding to requests

SELECTION CRITERIA

Applicants **MUST** possess the following:

SC1	Knowledge of local services and ability to work collaboratively with other service providers
SC2	Ability to communicate, liaise, consult and negotiate with Indigenous people, communities and organisations
SC3	Experience in customer service
SC4	Experience in working with Indigenous people and communities, including ability to develop rapport with clients in a culturally appropriate manner
SC5	Ability to work collaboratively in a small team, exercise initiative, apply good time management and organisational skills
SC6	Understanding of cultural protocols, together with a willingness to work respectfully in accordance with Larrakia and other Indigenous culture
SC7	Good computer, literacy and numeracy skills, including data entry and collection

It would be considered an **advantage** if applicants also possess:

1	Identify as Indigenous
2	Understanding of the history and contemporary issues affecting Indigenous families in urban and remote settings

Note: All applicants, prior to an offer of employment, will be required to provide at least **two** current, verifiable referees, undertake a Police Clearance, Working with Children Check and successfully complete a pre-employment medical, drug test and fitness test. An offer of employment will only be provided with successful completion of the above.

EMPLOYEE ENDORSEMENT: (Sign below & initial each page **ONLY** if offered employment)

I, _____ [PRINT FULL NAME] understand and accept that I will be required to perform the duties and tasks contained in this Position Description and such other duties and tasks that LNAC may assign to me, regarding my skills, training and experience.

Sign: _____ Date: ____ / ____ / ____