

POSITION DESCRIPTION	
Position title	Case Coordinator
Service area	Family and Children Services
Location	Darwin
Classification	SCHCADS Industry Award – Level 4 Pay Point 1
Reports to	Manager Community Services
Hours	Part time 0.8FTE, 30.4 hours per week
Direct reports	<ul style="list-style-type: none"> • Support Workers and • Bicultural Workers
Approved/registered	May 2025

THE ORGANISATION

Formed in 1997, [Melaleuca Australia](#) is a specialist organisation that supports humanitarian entrants, migrants and people from culturally and linguistically diverse (CaLD) backgrounds of all ages, settling in the Northern Territory of Australia, through the provision of a suite of [specialist services](#).

Everything we do is in partnership with a network of individuals, community groups, government and non-government sectors to support successful outcomes for our clients. Our vision is *a world where everyone belongs*.

THE ROLE

The role of the Case Coordinator is to provide intake, assessment, planning, coordination of service delivery, monitoring of services and review of individual progress and outcomes against their plans. They are required to take a holistic approach to ensure clients achieve person centred outcomes.

The Case Coordinator also engages across different people groups through creative workshops to facilitate a safe, mutual learning space. Interacting with schools and multicultural communities, the Case coordinator facilitates group work to promote inclusion, healthy relationships, successful settlement, and strengthening of the family unit.

This position works in line with the Vision, Mission and Values of Melaleuca to keep client goals at the centre of our service delivery.

KEY RESPONSIBILITIES

This role operates within the following domains:

1. Multicultural services

- Coordinate Case Management (intake, assessment, planning, implementation, monitoring and exit) for low, medium and high intensity clients assigned by Management Team in alignment with Melaleuca Values, Safe & Together model and Signs of Safety Model.

- Always cultivate cultural humility by working respectfully with all families being mindful of the cultural and social influences that each family may present.
- Develop and implement Case Management Plans (CMP) tracking the progress of the client to ensure progressive outcomes, linkages to other services, and a timely and appropriate exit.
- Ensure the client receives appropriate support to realise the goals of their CMP including linkages to internal and external support services including internal and external referrals to specialist services where complex needs are identified or clients are at risk including domestic, family and sexual violence; disabilities etc.
- Establishes workload priorities effectively and monitor's workflow in line with allocated caseload. Initiative internal or external planned Case Reviews to ensure integrated client support.
- Collaborate with colleagues to plan and deliver group activities which respond to identified needs within the community, and our contractual requirements.
- Embed evaluation and feedback into all group activities to inform our ongoing quality improvement.
- Provide leadership and guidance to Support Workers and Melaleuca Volunteers to collaboratively provide high quality services to clients.
- Be part of an on-call system where on a rotating basis, responsibility is taken for a week at a time to be available for out of hours urgent client needs.
- Participate in after-hours client events as directed.

2. Relationship management

- Develop referral networks and build strong collaborative networks to facilitate positive client outcomes. This includes national and local network meetings; SSN; Government Department forums etc.
- Represent Melaleuca Australia positively with other service providers to facilitate positive outcomes for mutual clients.
- Engage with community leaders for leadership development, general support, and relationship building.
- Participate in community events for the promotion of Melaleuca Australia to ensure wider provision of services to vulnerable communities.

3. Contracts, reporting and systems

- Comply with client related administrative components such as case noting, developing referrals, reporting against client progress and completing the client service delivery plans in a timely manner.
- Deliver services in line with associated work plans and in a timely manner.
- Actively participates in regular formal supervision with Management Team and actively participate in the supervision of any students as required.
- Maintains accurate record keeping in line with organisation standards and input into the assigned client management database/platform.

- In collaboration with Manager Children and Families, input/compile reports for funding bodies.
- Report critical incidents to Client Services Leadership Team to ensure effective strategies are deployed.
- Ensure documents and emails are saved in the correct location, named in a standardised and logical way and are easily accessible.

4. Organisation wide

- Comply with Melaleuca policies, procedures and values, and positively reflect the organisation at all times.
- Comply with Melaleuca's commitment to safeguarding children. Melaleuca Australia is a child safe organisation and is committed to safeguarding children and young people. Melaleuca has zero tolerance for child abuse and will contribute to providing an environment in which all children and young people feel safe, supported and respected.
- Develop and maintain professional working relationships with all staff, stakeholders, and clients.
- Support a work environment that is free from discrimination, harassment, bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community.
- Participate in supervision and debriefing as required.
- Participate in essential and non-essential Professional Development (PD) and maintain personal records of all PD to ensure ongoing upskilling. Participate in performance reviews on a regular basis with Manager.
- Actively contribute to the continuous quality improvement of the organisation.
- Attend meetings, training, toolbox, team building and other client related forums that may occur outside of workhours, and as required by the organisation.
- Work co-operatively and respectfully as a member of the Melaleuca team as well as with all clients and stakeholders, being mindful of the cultural and social influences that individuals and families may present.
- You may be required to work across any other Melaleuca sites in line with your appointed role and/or skills; and undertake other duties as required.

SELECTION CRITERIA

Essential:

1. Bachelor of Social Work or similar
2. Considerable experience and knowledge around facilitating complex services within community services that generate positive individual outcomes.
3. Demonstrated skills in application of Case Management.
4. Ability to work within a compliance framework.
5. Ability to network, partner and maintain collaboration with external agents.
6. Excellent written and verbal communication skills; and demonstrated interpersonal skills.
7. The ability to work autonomously (be self-motivated, flexible and demonstrate initiative) to meet funded targets.

Desirable:

1. Knowledge and experience working with CaLD populations.
2. Knowledge of local services.
3. Experience using translating and interpreting services.

Licences/clearances (essential):

1. Current class c driver's licence
2. Current NT Ochre Card (Working with Children clearance)
3. Right to work in Australia
4. Satisfactory national criminal history report

AGREEMENT TO THIS POSITION DESCRIPTION:

Employee Name: _____

Employee Signature: _____

Date: _____

Manager's Signature: _____

Date: _____