

POSITION DESCRIPTION

Position Number	1117
Position Title:	First Nations Community and Family Advisor
Position Type:	Full Time
Positions Level:	SCHADS Level 4
Location:	Darwin & Alice Springs
Direct Reports:	Nil
Responsible To:	Team Leader – Groups and Cultural Services

About Relationships Australia Northern Territory

Relationships Australia - Northern Territory (RA-NT) is a community-based, not-for-profit, non-government organisation providing a broad range of services, which are for all members of the community regardless of religion, belief, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances.

Our clients are often dealing with complex and sensitive situations, so we look for employees who are understanding, knowledgeable and genuinely care about the wellbeing of others.

Purpose

We empower individuals, families, and communities to grow through a rich culture of belonging, connection, and respectful relationships.

Values

Fostering an organisational culture that embodies the following values is at the heart of how we operate at RA-NT:

Value: <i>Listen with compassion</i>	This means: We care deeply for each other and our clients. We are committed to listening with curiosity and empathy, and to providing a space for people to feel safe and supported.
<i>Work together with respect</i>	Relationships and the way we connect with each other are our lifeblood and are core to building each other up and working towards growth and healing.
<i>Celebrate difference and promote fairness</i>	We embrace diversity and prioritise inclusion, equity and self-determination. We are strong in our commitment to social justice across ages, gender, cultural and financial differences.
<i>Strive for quality and trust</i>	We value honesty and truth, and we do what we say we will do with a commitment to quality and professionalism. We are always learning about our clients, ourselves and best practice, to deliver the best services and programs that we can.



Position Statement

The First Nations Community and Family Advisor is responsible for providing culturally appropriate support and services to First Nations clients, both individually and in group settings. This includes working collaboratively with other practitioners to ensure holistic and effective service delivery. Under the guidance of the team leader, the First Nations Community and Family Advisor will contribute to service development, referrals, networking, and community engagement while maintaining professional and administrative standards. The role also involves supporting the cultural competency of RA-NT staff and participating in broader initiatives to enhance service accessibility for Aboriginal communities.

Key Accountabilities and Deliverables

- Assist RA-NT staff in providing services to Aboriginal clients in a culturally appropriate manner.
- Assist with recommending improvements to service provision models within RA-NT for Aboriginal clients.
- Provide a professional first point of contact for clients accessing Relationships Australia NT, assess their suitability, and/or assist with referrals to other appropriate services.
- Deliver services to clients in both individual and group formats, ensuring that interventions are tailored to meet their specific needs.
- Work collaboratively with other practitioners across RA-NT programs to provide coordinated and holistic support to clients.
- Follow guidance from the team leader to ensure best practices, organizational policies, and program objectives are met.
- Network with other agencies and service providers to ensure clients have access to a comprehensive range of support options and referrals.
- Maintain cooperative relationships and referral networks between Aboriginal community groups, elders, relevant government departments, businesses, and community services.
- Promote RA-NT's services through professional and community networking, public information sessions, and other public relations and promotional activities, as required.
- Maintain accurate and thorough clinical case notes, client records, and administrative documentation in accordance with organisational guidelines.
- Participate in a range of practical tasks that facilitate the effective provision of RA-NT services.
- Contribute effectively to a multi-disciplinary team environment and assist in general administrative or other duties as required.
- Assist with the development of promotional information regarding RA-NT's services for Aboriginal families.
- Participate in the development and delivery of cross-cultural training for all RA-NT staff.
- Engage in the local and National Relationships Australia Indigenous Network (RAIN), as required.
- Utilise computer systems to maintain client records and access RA-NT's communication systems.
- Undertake other duties and provide assistance as directed by the Manager.

Qualifications and Experience

Essential

- Knowledge of issues facing First Nations families, including the impact of conflict on children.
- Ability to engage with Aboriginal communities, organisations, and individuals to deliver community education, networking, and service promotion.
- Skills to provide client support and case management including accurate maintenance of client records.
- Experience in screening and assessment of family violence and an understanding of the impact of domestic violence on separating families.
- Strong verbal and written communication skills in a cross-cultural environment.
- Ability to use a variety of computer applications and communication systems.
- Ability to work independently and as part of a team within the values and ethos of RA-NT.
- Competent level of administrative skills and experience in the use of IT databases and computer systems.
- Experience in provision of referral options for clients to access appropriate services.
- Demonstrated capacity to maintain confidentiality over sensitive client information and to contribute positively to a multi-disciplinary team environment.
- Experience in the provision of services to Aboriginal and Culturally and Linguistically Diverse clients and a willingness to participate in cross-cultural training and events.

Desirable

- Exposure to or understanding of not-for-profit organisations.

Requirements

- A satisfactory Northern Territory working with children check (Ochre Card).
- A valid NT Driver's License
- A satisfactory national criminal history check.
- A commitment to our Safeguarding Children Practice and Behaviour Guidelines.

Acknowledgement

I have read, understood, and accept the position as documented in this position description.

Please note that Position Descriptions are under constant review and may be changed by the Chief Executive Officer, after consultation, at any time.

Employee Name (Please Print):

Date:

Reviewed by:	Human Resources	January 2025
Review due by:	Human Resources	January 2026
Approved by:	Chief Executive Officer	January 2025