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| Position title | Patroller |
| Division | Youth, Families & Community Safety (YFCS) |
| Classification | 2.1-3.1 |
| Prepared by | JP Glavimans |
| Date | 20/09/2022 |
| Staff reporting to position | 0 |

# Position Summary

Tangentyere Council Aboriginal Corporation (TCAC) is a community controlled Public Benevolent Institution delivering human services and social enterprise activities for the benefit of Aboriginal people from the Alice Springs Town Camps, urban Alice Springs, and Central Australia.

The Tangentyere Youth, Families and Community (YFCS) Division brings together a range of programs and services for young people. This includes the Brown Street Youth Service, the Youth Development Service providing afterhours programs to young people on Town Camps and out-of-school hours services.  The YCS Division is increasingly working in an integrated fashion, ensuring staff and programs work together to provide holistic services for young people to achieve positive outcomes in education, safety, and wellbeing.  This means that all staff, including Patrollers, are working across program siloes to provide client and placed-based focused services that are flexible and responsive to needs.

With our Patrol service running seven days per week, the Patroller will drive a patrols vehicle alongside a support worker. They will provide safe and culturally appropriate transport through public areas of Alice Springs and Town Camps to both adults and children.

The Patroller will also provide early intervention, education and support to Aboriginal people and the wider community in a way that respects culture and human rights. With guidance from a Senior Patroller, they will provide referral and relevant information about support services to passengers. And will encourage responsible alcohol use, school, and healthcare attendance as well as support and empower Aboriginal people to make a choice that creates a safer environment within the Alice Springs community.

The hours of work are 6.30pm to 2am, Monday to Sunday. Flexibility around rostered days and times will be provided to the successful permanent candidate.

As part of your role, you will be working with children, people with a disability and people who are vulnerable. It is your obligation to always ensure their safety and report any concerns in line with our duty of care obligations. We have zero tolerance when it comes to abuse of any kind and will take disciplinary action, including and up to termination of employment, should we determine that abuse has taken place or there has been a failure to report any suspected or alleged abuse.

# Responsibilities

* Patrolling public areas of Alice Springs and town camps in the evening and night.
* Provide early intervention, education, and support to Aboriginal people.
* Lead, support, coach, and mentor Tangentyere Support Workers
* Maintain accurate encounter and service activity records.
* Maintain relationships with our partners (e.g. Police and service providers) with the aim to create a safer living situation within the community.
* Assist with achieving quality management objectives across the organisation.
* Assist with achieving safeguarding objectives across the organisation.
* Assist with achieving compliance objectives across the organisation.
* Other reasonable duties as required.

Major Accountabilities

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| Accountabilities | Performance indicators |
| Patrolling public areas of Alice Springs and town camps in the evening and night.   * Lead in dealing with intoxicated people to ensure they are transported to a safe place and don’t pose any harm to people at their destination. * Lead in dealing with conflicts and supporting vulnerable people to prevent harm to self or others. * Lead reduction in the need for Police intervention. * Undertake training when required. | * Conducted Adult and Youth Night Patrols as required. * Worked all shifts successfully. * Participated in staff meetings and training. * Identified service needs and gaps. * Incidents reports and appropriate actions taken as part of incidents. |
| Providing early intervention, education, and support to Aboriginal people.   * Educating people about laws and by-laws. * Provide information to clients regarding alternative service providers for individuals to make better lifestyle choices to make a safer community within the Alice Springs region. * Assist clients by providing early intervention in matters of domestic/family violence, intoxication, and individuals at risk. * Provide referrals for individual clients to the appropriate services to follow up support needs for the client. | * Accurate completion of encounter sheets, base log, and communications book. * Evidenced provision of informal and formal referral to other services * Notified Patrols Team Leader or On-Call of any clients engaging in unsafe or concerning behaviours. * Referrals for clients. * Attend meetings and undertake service coordination with other services. |
| Lead, Support, coach, and mentor Tangentyere Support Workers.   * Directly supervise and coach Support Workers on shift * Introduce new ideas and practices with Support Workers | * Support workers are provided with individual and group-based coaching and support to deliver effective services. * Report issues of concerns to management that impact on team culture; performance and effective management and operations. |
| Maintaining accurate encounter and service activity records.   * Ensuring all encounter and service activity records are detailed, accurate and complete. * Reporting to appropriate services, children/youth that are at risk or witness to sniffing, alcohol and assault (including sexual behaviour). | * Accurately completed of encounter sheets, base log, communications book, referral form. * Accurately completed incident reports and referral forms. * Accurately completed data entry into Patrols database for all relevant data points. |
| Maintain relationships with our partners (e.g. Police and service providers) with the aim to create a safer living situation within the community.   * Call Police to situations as required and when requested by clients. * Inform Tangentyere Council and our partners of cultural activities such as sorry camps, and other business that affects services and service delivery to town camps. * Inform Team Leader and our partners of when there are big numbers of people who are visitors to town for sporting events, family feuding, show time and medical reasons. | * Regularly attend Patrols and afterhours coordination meetings. * Maintained positive relationships with other service providers. * Utilised 000 as appropriate and gained all relevant PROMIS or other numbers. * Informed other service providers of cultural activities. * All concerns, close calls, and incidents reported in communication book and incident reports. * Completed all Base Log and Encounter sheets. |
| Assist with achieving quality management objectives across the organisation.   * Commitment to the Tangentyere Council Quality Management Objectives. | * All work-related actions and behaviours are aligned with the organisations mission and values. * Actively participate in and promote a continuous improvement culture across the organisation. * Understand and comply with organisation policies and procedures. * Maintain organisation and client records in accordance with legislative and organisational policy requirements. * Ensure all decisions made in the course of your duties are transparent and align with organisational policy and procedures. * Assist clients to provide feedback when required. * Contribute to QMS area audits as required in a timely manner. * Contribute to implementing change when identified through the QMS as required. * Provide feedback on the QMS as required. |
| Assist with achieving safeguarding objectives across the organisation. | * Report any concerns or suspicions of abuse of children, people with a disability or vulnerable peoples in line with duty of care and mandatory reporting obligations. |
| Assist with achieving compliance objectives across the organisation. | * Maintain own records and manage Employment Hero compliance for staff, where applicable. * Maintain current certifications (Driver’s Licence, Working with Children (Ochre Card), Police Check, and where relevant, RN Registration, White Card and First Aid Certificate etc.) and upload evidence in Employment Hero. * Complete probation reviews (6, 12 and 22 weeks) within the approved timeframe. * Read and acknowledge all relevant policies in Employment Hero. |
| Other reasonable duties as required. | * Additional tasks that may arise from time to time are completed within the required timeframe and to a suitable standard. * Worked as a team member to provide a safe and collaborative environment. * Assisted YCSS management to create new programs for youth engagement. * Attend work on time and reliably fulfil rostered shifts. |

# Relationships

Internal

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| * Youth and Community Safety Management Team | * Finance Department |
| * Tangentyere Employment Service | * OH&S |
| * Community Safety & Social Services Division | * Fleet Manager |
| * Human Resources |  |

External

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| * Police | * Alice Springs Businesses |
| * Alice Springs Town Council Rangers | * Alice Springs Town Camp Residents |
| * Alice Springs Hospital | * Ambulance |
| * Women’s Shelter | * Sober Up Shelter |

# Competencies

Tangentyere core competencies

* Commitment
* Teamwork
* Communication
* WHS
* Cultural Awareness

# Qualifications and Selection Criteria

Required

* Identify as an Aboriginal or Torres Strait Islander person.
* Experience working with Aboriginal people in an outreach capacity and/or patrol experience.
* Understanding of issues facing Aboriginal visitors to Alice Springs and town camps residents.
* Understanding of problems associated with alcohol and violence.
* Demonstrated ability to manage conflicts.
* Basic literacy and numeracy skills and the ability to record encounters.
* Current NT Drivers Licence, NT Working with Children (Ochre) Card, satisfactory Police Check, and proof of full (3) vaccination against COVID-19.

Desired

* Certificate II in Community Services or equivalent, or willingness to obtain.
* Senior First Aid certificate, or willingness to obtain.
* Working knowledge of Aboriginal Language/s.
* Previous experience working in an equivalent position or in youth roles.

# Verification

This section verifies that the position holder and the manager have read the attached position description and are satisfied that it accurately describes the position.

Position holder

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| Name |  |
| Date effective |  |
| Signature |  |

Manager

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| Name |  |
| Date effective |  |
| Signature |  |