

POSITION DESCRIPTION



POSITION TITLE	Senior Case Worker, Youth and Families
REPORTING TO	Homelessness Services Manager
DEPARTMENT	Service Delivery
DIRECT REPORT(S)	Specialist Homelessness Case Worker (multiple incumbents)
CLASSIFICATION	SCHADS Level 5

THE ROLE

The Senior Case Worker is responsible for providing supervision of case workers and case management to clients of YWCA's Youth and Families Homelessness Services. These programs support young people, women, men and families who are at risk of, or experiencing, homelessness. The programs provide holistic case management support, including the use of brokerage, to support clients to stabilise at risk tenancies, and to support clients experiencing homelessness in to safe, affordable and sustainable accommodation, including use of transitional accommodation with ongoing case management.

To achieve the program's purpose, this role works collaboratively with partner agencies, and develops and maintains strong relationships with other services and accommodation providers to assist in facilitating positive outcomes for clients.

The Senior Case Worker will provide mentoring, supervision and support to the team in addition to holding a reduced case load.

Working with the Homelessness Service Manager and other Senior Case Workers they will also manage and develop relationships with partnership opportunities with key community stakeholders and contribute to continuous improvement initiatives.

KEY RESPONSIBILITIES

Duties

- Provide case management services
- Provide formal supervision to team members to ensure excellent client outcomes
- Support and mentor team members with complex cases
- Facilitate referrals to access appropriate support services where required
- Build and maintain effective working relationships with key stakeholders
- Deliver case management services that meet all relevant performance and outcome indicators
- Maintain and ensure team members maintain professional case notes, reports, client files and records including data collection ensuring program meets contractual and internal requirements for evaluation
- Other tasks as assigned

Leadership

- Coach, mentor and lead our people to achieve our vision and strategic goals through building capability, organisational awareness, and promotion of our values
- Set exceptional standards with a focus on continuous improvement
- Manage, contribute to, and promote safe and inclusive work practices consistent with our policies and WH&S legislation to support a safe environment for all

QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Relevant tertiary qualifications in Youth Work, Social Work, Welfare or demonstrated experience in a similar field
- Previous experience working with people who experiencing homelessness or are at risk of homelessness
- Previous experience and excellent understanding of case management processes.
- Proven understanding of the special needs of marginalised people and the ability to effectively support clients with these needs
- Previous experience mentoring, coaching or supervising Case Workers
- Excellent verbal and written communication skills across a variety of audiences, including the ability to respond to clients with empathy, sensitivity and understanding
- Demonstrated ability to build and maintain strong relationships with clients, other service and accommodation providers and government agencies
- Proficient IT skills in Microsoft Office
- Possess a current cleared Working with Children Check
- Possess a current NSW Driver's Licence and the use of their own vehicle
- Strong supporter of Women's Rights and willing to push the boundaries
- Team player who is approachable with strong interpersonal and listening skills together with the ability to empower
- Results focused, self-motivated and a self-starter who goes above and beyond
- Doesn't settle, strives for continuous improvement and has a high level of integrity

At YWCA Australia, we live our values every day

