

# POSITION DESCRIPTION



<b>POSITION TITLE</b>	Specialist Homelessness Case Worker, Pathways to Independence (PTI)
<b>REPORTING TO</b>	Team Leader, Homelessness Services
<b>DEPARTMENT</b>	Service Delivery
<b>CLASSIFICATION</b>	SCHADS Level 4

## THE ROLE

This role is responsible for the case management of clients of YWCA Australia Homelessness Services in our Pathways to Independence (PTI) program. Working as part of a multidisciplinary team with a Peer Settlement Support Worker, the Case Worker supports older women to stabilize their at-risk tenancies to prevent homelessness and helps women to transition and settle into their new ongoing home and community, after a period of homelessness. The role works collaboratively with other mainstream services, specialist agencies and accommodation providers to achieve safe and secure housing outcomes for clients.

## KEY RESPONSIBILITIES

- Through client centered and strengths-based case management assist clients to establish and maintain a sustainable tenancy in a suitable long-term home, ensuring older women who are homeless or at risk of homelessness are safely housed
- Provide relevant support to clients in areas of need, contributing to their ability to maintain stable accommodation
- Work collaboratively within the multidisciplinary PTI team to support clients to sustain long-term tenancies, and with mainstream and specialist agencies to Work with Team Leader, Homelessness Services to ensure obligations are met under contract of service
- Ensure pathways are created for additional support as required
- Develop and maintain strong relationships with service providers to assist in ensuring positive client outcomes
- Maintain strong links with key mainstream accommodation providers and government departments
- Represent YWCA Australia at relevant interagency and sector meetings ensuring YWCA Values are upheld
- Ensure data is collected for evaluation of the program
- Contribute to professional development by attending regular supervision and performance reviews
- Other tasks as assigned

## QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Relevant tertiary qualifications in Youth Work, Social Work, Welfare or Education or demonstrated experience in a similar field
- Previous experience working with people who are experiencing homelessness or are at risk of homelessness
- Proven understanding of the special needs of marginalized people and the ability to effectively support clients with these needs
- Excellent verbal and written communication skills across a variety of audiences,

Current at March 2024

# POSITION DESCRIPTION



- Demonstrated ability to build and maintain strong relationships with clients, other service and accommodation providers and government agencies.
- Demonstrated experience working with children, and a thorough understanding of child protection legislation
- Proficient IT skills in Microsoft Office
- Possess a current cleared Working with Children Check
- Possess a current NSW Driver's License
- Strong supporter of Women's Rights and willing to push the boundaries.
- Team player with strong interpersonal and listening skills.
- Work with a continuous improvement approach

At YWCA Australia, we live our values every day

