

POSITION DESCRIPTION



POSITION TITLE	Specialist Homelessness Case Worker
REPORTING TO	Team Leader, Homelessness Services
DEPARTMENT	Service Delivery
CLASSIFICATION	SCHADS Level 4

THE ROLE

To provide case management to clients of YWCA Australia's 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.

KEY RESPONSIBILITIES

Duties

- Conduct effective needs assessments and provide effective case management
- Provide case work support to clients residing in the program's transitional accommodation and assist them to develop life skills and build supports that will optimise their outcomes
- Maintain case notes to a high standard to ensure effective communication between colleagues and an accurate and complete record of support provision
- Provide assistance to clients to find and maintain sustainable accommodation suitable for their needs, through the case management process and brokerage
- Provide relevant support to clients in areas of need that may be impacting their ability to maintain stable accommodation
- Work with Team Leader, Homelessness Services to ensure contractual obligations are met
- Ensure pathways are created for additional support as required
- Develop and maintain strong relationships with key government departments, and service and accommodation providers to facilitate client access and assist in ensuring positive client outcomes
- Represent YWCA Australia at relevant interagency and sector meetings ensuring a strong profile is maintained within the sector
- Ensure data is collected for evaluation of program as required by the funding body and the YWCA Australia
- Contribute to the development and maintenance of effective processes and procedures to ensure the smooth running of the Program
- Contribute to professional development by attending relevant training, 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

Current at December 2023

POSITION DESCRIPTION



- Previous experience working with people who are experiencing homelessness or are at risk of homelessness
- Proven understanding of the special needs of marginalised people and the ability to effectively support clients with these needs
- 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
- Demonstrated experience working with children, and a thorough understanding of child protection legislation
- Proficient IT skills in Microsoft Office
- Possess a current NSW Driver's Licence
- Possess a valid First Aid Certificate, or willingness to obtain
- Demonstrated passion for Women's Rights, social change and contributing to an organisation that advocates for equality through influencing and pushing boundaries
- Valid state-based working with children or working with vulnerable people check
- Experience working within a Not-for-Profit environment (highly desirable)

At YWCA Australia, we live our values every day

