

POSITION DESCRIPTION



POSITION TITLE	Specialist Homelessness Case Worker, Early Intervention
REPORTING TO	Senior Case Worker, Youth and Families
DEPARTMENT	Service Delivery
CLASSIFICATION	SCHADS Level 4

THE ROLE

The primary purpose of this role is being responsible for the case management of clients of the YWCA Australia Homelessness Services in our South East Sydney Homelessness Early Intervention Support Service (SESHEIS). This program provides case management and brokerage support to young people, individuals and families at risk of homelessness in the South East Sydney area. The purpose of this support is to stabilise at risk tenancies or secure affordable and sustainable accommodation.

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

KEY RESPONSIBILITIES

Duties

- Conduct effective needs assessments and provides effective case management for the South East Sydney Homelessness Early Intervention Support Service (SESHEIS) clients
- Provide case work support to SESHEIS clients and assist them to develop life skills and 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 or maintain sustainable accommodation, through the case management process and brokerage
- Provide relevant support to clients in areas of need that may be contributing to their ability to maintain stable accommodation
- Work with Senior Case Worker/s to ensure contractual obligations are met
- Ensure pathways are created for additional support as required
- Develop and maintain strong relationships with key government departments, 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 SESHEIS 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
- 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 cleared Working with Children Check
- Possess a current NSW Driver's Licence
- Possess a valid First Aid Certificate, or willingness to obtain

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