



Specialist Homelessness Service

Job Package

Support Worker

Inverell and Glen Innes Locations

(Crisis Accommodation and Outreach Services)

### **Pathfinders**

Pathfinders is a large community-based organisation providing Supported Accommodation and Homelessness services, Family and Youth Support services, Family Referral Services, Disability services and Out of Home Care services.

Offices are located across the New England and North West Tablelands of NSW in Armidale, Inverell, Glen Innes, Tamworth and Moree and the Mid North Coast Region in Coffs Harbour, Kempsey, Taree and Port Macquarie.

*Pathfinders Vision:* Thriving communities, in which all fully participate and develop freely through mutual trust and acceptance.

*Pathfinders Mission:* To empower people to live with hope and equal opportunity to achieve their potential.

Pathfinders' hope is that all children, young people and their families will have a home and family where they feel they belong, are free from abuse, neglect, discrimination and inequality and are able to achieve and contribute to their full potential in Australian society.

**Position Title:** Support Worker

**Position Status:** Permanent Part time (Inverell/Glen Innes Location)

**Responsible to:** Specialist Homelessness Services Manager

**Program:** Specialist Homelessness Service (SHS)

**Locations:** Inverell LGA's

**Relevant Award:** Social, Community, Home Care, and, Disability Services Industry Award

**Classification:** Grade 3 dependant on qualifications and experience.

**Remuneration:** As per transitional arrangements SACS Award

**Objective:** To help people to break the cycle of homelessness as well as focus on those at risk of homelessness that can be supported to remain in long-term safe accommodation.

**Contribute to the achievement of these four SHS Program outcomes:**

- people who are at imminent risk of homelessness are identified and supported to remain safely in their existing housing, or to secure stable housing
- people who experience homelessness are rapidly and safely re-housed
- people who are in crisis are provided with safe and secure accommodation and supported to access stable housing (specifically women and children).
- people who are re-housed after becoming homeless are supported to stay housed.

**The SHS delivery framework comprises four dimensions:**

1. a client-centred approach that places the client at the centre of all service responses
2. evidence-based practice responses in four core areas - intervening early to prevent homelessness, rapid rehousing, crisis and transition responses and intensive responses for complex needs clients
3. SHS service system enablers including access, service quality, and industry and workforce development
4. links with other human services to ensure SHS responses are part of the broader service system and building/maintaining connections with family and community.

### **Duties/Responsibilities:**

- Deliver information, initial assessment, referral and coordination role for clients referred to or presenting at the service (when it is safe to do so).
- Active participation in local service system planning.
- All work must be carried out in accordance with current service policies, procedures, aims and objectives, common law and funding agreement guidelines.
- Ensure that the service is provided with particular sensitivity to the individual and cultural needs of all clients.
- Provide Equitable Service Delivery.
- Attend as directed, and actively participate in work related conferences, meetings and training courses – some of which may be outside the local area and require overnight stays.
- Actively participate in a service evaluation and also staff appraisals: identify training needs and develop goals and work plan for the next year.
- Attend regular supervision with the Program Manager.
- Bring to staff meetings and if necessary, to the manager any problems or issues that are/may affect the operation of the service.
- Ensure procedures are followed in the repair of all property, vehicles and equipment to service standards.
- Necessity to work flexible hours and be on-call.
- To recognise and monitor job stress and personal needs as a worker and take active responsibility for your own well being in the workplace.
- Any other duties as required.

### **Client-Centred approach**

- Commitment to a client-centred approach
- Promoting client mutual obligations towards resolving and preventing their homelessness and having a range of opportunities for their input into setting and reviewing case plan goals and service responses

### **Intervening early to prevent homelessness**

- promote awareness of the causes of homelessness and the early warning signs and factors indicating that a person may be at risk of becoming homeless
- work closely with 'first-to-know' services (such as housing providers, correctional facilities, schools, domestic and family violence services, police, child and family services and other services) to identify people at risk of becoming homeless
- work in conjunction with relevant services to provide personal, emotional and practical support to help people at risk of becoming homeless to stay safely housed
- work with others to promote innovative housing solutions

- facilitate access to income support, other financial help, legal and/or financial advice, family support and mediation services and tenancy advice and support services
- advocate on behalf of the client to help them access services and navigate the service system
- help a client to access education and employment opportunities and to build positive connections with family members where possible and with the broader community
- provide and facilitate access to post-crisis support to sustain people in their accommodation.

### **Rapid re-housing**

- have collaborative arrangements with real estate agents and social housing providers that facilitate access to long-term accommodation
- assess clients within 24 hours of becoming homeless to determine whether a rapid re-housing service response is feasible and appropriate
- develop and commence implementing individual rapid re-housing case plans for suitable clients within 48 hours
- follow-up clients with their agreement after they have been housed to help them to sustain their tenancy.

### **Crisis and transition response**

- provide safe short-term or medium term accommodation while the client's homelessness is resolved
- provide case coordination and support to mitigate the impact of the immediate crisis
- help connect clients to other services; such as to employment education and training, and to positive and safe family and community networks
- work with clients towards exiting these temporary arrangements into safe and affordable long-term housing
- provide post-crisis support as required to help the client to stay housed after crisis

### **Intensive responses for clients with complex needs**

- provide intensive multi-disciplinary support needed for clients entrenched in homelessness
- provide a housing first approach based on helping clients access and establish permanent housing linked to intensive and integrated support
- work with the client and other services to undertake multi-disciplinary case planning where multiple providers work together to wrap-around the services needed to address the client's needs. This could potentially include treatment and support for mental health or alcohol and/or drug problems, support to transition from correctional facilities or out of home care, support to deal with trauma, support to deal with domestic and family violence and specialist services such as financial or legal advice
- provide assertive outreach, particularly to rough sleepers

### **Principles and practices of the streamlined access system**

- operate as part of a 'no wrong door' access system
- undertake consistent assessment and referral practices
- connect clients to mainstream services where appropriate
- share client information (with client consent and within legislative requirements)
- provide accurate and up-to-date service information including information on vacancy/ capacity management
- use the SHS Client Information Management System

### **Selection Criteria**

1. Possession of minimum certificate 3 level qualifications in Community Services or equivalent, or extensive equivalent experience in case coordination work or work with young people, women, children, men and families.
2. Demonstrated understanding of the Going Home Staying Home reforms and its implementation in our region.
3. Demonstrated experience of working with clients from specific target groups i.e. Aboriginal and culturally and linguistically diverse groups and an understanding of their particular needs.
4. Demonstrated experience of working in a complex interagency case coordination environment including; the ability to work with clients and with other service providers and agencies.

5. Demonstrated skills and experience of working with families that are currently or have experienced all levels of Domestic Violence in their family unit and completed specific training and/or attended seminars that relate to this situation.
6. Demonstrated understanding of Child Protection Legislation and Regulation, including knowledge of the NSW Keep Them Safe Initiative and employee's role as Mandatory Reporters.
7. Demonstrated understanding of and ability to cope with challenging behaviours, including demonstrated experience in communication and conflict/negotiation skills.
8. Demonstrated experience, or demonstrated ability to interact and communicate with women/children, young people, men and their families who are experiencing homelessness or who are at imminent risk of homelessness, including on an outreach basis.
9. Demonstrated ability to use initiative and be self-directed.
10. Demonstration of high level written skills, advanced clerical and computer skills along with knowledge particularly of Microsoft Office 2010 (MS Word, MS Outlook, MS Internet Explorer etc), including use of data and case coordination reporting portals.
11. A valid, unencumbered driver's licence is a requirement of this position.
12. Possess a cleared paid working with children check (NSW) and National Criminal History check.

**Application Enquiries** – Trish Parker, Human Resource Manager, 0437 695 129 or email: [hr@pathfinders.ngo](mailto:hr@pathfinders.ngo)

**Position Enquiries** – Trish Thomas, SHS Manager Inverell & Glen Innes: 0409 456 973 or email: [trisht@pathfinders.ngo](mailto:trisht@pathfinders.ngo)

## Guide for applicants

Pathfinders observe EEO principles when selecting and recruiting staff. Positions are offered on the basis of merit, that is, the applicant considered to be the most capable of doing the job is selected.

Qualifications, experience, skills, standard of work, and personal qualities relevant to the position advertised are considered when making the decision.

## How to apply

***Applicants MUST follow these steps to be considered for the position.***

1. Prepare a typed application which includes:
  - A statement against each of the essential and desirable selection criteria for the position, giving examples to demonstrate how you meet them.
  - A current resume detailing your relevant skills and experience.
  - A photocopy of your relevant academic qualifications.
  - The names and phone numbers of two Referees (at least one referee should be a recent supervisor, if possible).
2. Please email applications to [hr@pathfinders.ngo](mailto:hr@pathfinders.ngo) OR
3. Place application in an envelope marked "Confidential" and post to:

Human Resources Manager  
Pathfinders  
87 A Beardy Street  
ARMIDALE NSW 2350

Applications must be received by close of business **Tuesday, 17 September 2019.**

## Interview

If you are selected for an interview, you will be contacted by telephone. If you need wheelchair access, an interpreter because you are hearing impaired, or have any other requirements, please advise so we can make appropriate arrangements.

Interviews are conducted by a selection panel.

Only questions related to the requirements of the position will be asked.