



## Specialist Homelessness Service

Job Package

**Support Worker**

**Glen Innes/Inverell**

### **Pathfinders**

#### **Pathfinders**

Pathfinders is a large community-based organisation providing, Family Referral Services, Supported Accommodation and Homelessness services, Family and Youth Support services, Disability services and Out of Home Care services, including Foster Care. Services are located across the New England North West Tablelands and Hunter Regions and Family Referral Services in the Mid North Coast Regions of NSW. Pathfinders' vision is that all children, young people and their families will have a home where they feel they belong, are free from abuse and neglect, are able to achieve their full potential and are supported by appropriate and timely community services.

#### **Specialist Homeless Services**

The Specialist Homeless Services Program is a project of Pathfinders which delivers specialist homelessness services through the Going Home Staying Home reforms, with an increased focus on early intervention so people access the right support locally, when they need it and before they reach crisis point. Under this new system, people who become homeless will be rehoused as quickly as possible or supported in crisis or transitional accommodation until they can be safely housed or reconnected with family.

#### **Role of SHS Support Worker:**

The Support Work will assist 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.

The Support Worker will require knowledge and understanding of the issues that affect Aboriginal communities, societies and cultures in NSW and be willing to advocate on behalf of Aboriginal young people and their families in providing cultural support and provide services to Aboriginal and non-Aboriginal children, young people and families. The Support Worker will also be required to build strong relationships with Aboriginal agencies to support and strengthen families and cultural connections

## Essential Criteria

1. Possession of minimum Certificate III 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, unrestricted driver's licence is a requirement of this position.
12. Possess a cleared working with children check (NSW)
13. Current National Police Check
14. Current First Aid Certificate.

## Enquiries

**Application Enquiries:** Email :

[hr@pathfinders.ngo](mailto:hr@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.

Aboriginal and Torres Strait Islanders are strongly encouraged to apply.

## 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, addressed individually, in paragraph format 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

## Interview

If you are selected for an interview, you will be contacted by telephone or email. 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.

## Position Description

# Support Worker Glen Innes/Inverell

(Crisis Accommodation and Outreach Services)

<b>Position Title:</b>	<b>Support Worker</b>
<b>Position Status:</b>	Part Time
<b>Responsible to:</b>	Specialist Homelessness Services Coordinator
<b>Program:</b>	Specialist Homelessness Service (SHS)
<b>Locations:</b>	Glen Innes/ Inverell
<b>Relevant Award:</b>	Social, Community, Home Care, and, Disability Services Industry Award
<b>Classification:</b>	<b>Level 4</b> dependent on qualifications and experience.

### Purpose of Position

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.

The Support Worker will require knowledge and understanding of the issues that affect Aboriginal communities, societies and cultures in NSW and be willing to advocate on behalf of Aboriginal young people and their families in providing cultural support and provide services to Aboriginal and non-Aboriginal children, young people and families. The Support Worker will also be required to build strong relationships with Aboriginal agencies to support and strengthen families and cultural connections

## Reporting relationship and accountabilities

### **The Specialist Homelessness Support Worker will:**

1. Be responsible to the SHS Coordinator
2. Provide efficient and effective support to the SHS program.
3. Work with the Pathfinders Management and staff when required.
4. Adhere to the Staff Code of Conduct.

## Specific tasks and responsibilities

### **Position and Organisational Responsibilities**

The key responsibilities are as follows but are not limited to:

#### **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:**

- a client-centred approach that places the client at the centre of all service responses
- 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
- SHS service system enablers including access, service quality, and industry and workforce development
- 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

## Professional Development

- Attend performance appraisals with the Senior Manager – Child and Family Services for support, debriefing and discussion of issues that may need action.
- Pursue ongoing personal and professional development in order to enhance contribution to the organisation. Industrial Relations
- To be aware of the relevant Awards and conditions.

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## PATHFINDERS - PURPOSE AND GOALS

Pathfinder's vision is that all Children, Young People and their Families 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.

The challenge and vision Pathfinders has for our Families, Children and Young People is to provide them with opportunities to build strong and permanent relationships and be cared for in ways which build and expand their personal skills and life opportunities.

## 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 PRINCIPLES OF SERVICE

The following principles guide our provision of services to children, young people and their families:-

- Our practice will reflect the rights of children, young people and their families to social justice, economic and social equality and self-determination and to be free from discrimination on the basis of religion, gender, race, sexuality or disability
- Quality service provision on the basis of equity and need
- Community based, collaborative approaches to the provision of services
- Individualised, flexible case planning using a strengths based intervention model that ensures the safety, emotional security and connectedness of our clients
- Culturally appropriate interactions with families and children are paramount
- Participation of our clients and stakeholders in the process of service delivery and planning
- Continuous service development and quality improvement through ongoing evaluation and review

## PATHFINDERS ACROSS THE NEW ENGLAND AND NORTH WEST TABLELANDS AND MID NORTH COAST

Pathfinders is now located in offices across the New England and North West Tablelands at Moree, Inverell, Glen Innes, Tamworth and Armidale and the Mid North Coast at Kempsey, Taree, Port Macquarie and Coffs Harbour.

Our services continue to grow with our organisation now supporting children, young people and their families with supported accommodation services, family support services, juvenile justice, youth work, child protection, family referral services and Out of Home Care services.

### ***Pathfinders programs and services include:-***

- Youth social, recreational and vocational programs
- Family referral services to ensure assistance gets to families and their children when they need it
- Information and referral assistance to link client with appropriate support agencies
- Refuge and supported accommodation services to young people
- Full time residential support for young people in out of home care
- Juvenile justice support services to assist young people to reintegrate into our communities
- Child protection and family referral services
- Field placement and training for local TAFE and University students seeking employment in human services
- Provision of residential out of home care services, foster care support programs and foster care programs for children and young people under the guardianship of the Minister for Community Services
- Provision of family preservation services, supervised contact, therapeutic camps/activities and after care services to vulnerable children, young people and their families

I acknowledge and have read and understood my responsibilities associated with this Job Description.

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**Employee Signature**

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**Date**