



Specialist Homelessness Services

Job Package

Part Time

Support Worker

Pathfinders

Pathfinders is a large community-based organisation providing Supported Accommodation and Homelessness services, Family and Youth Support services, National Aboriginal Birth Certificate program, Client Support Services and Out of Home Care services. Pathfinders' services are located across the Mid North Coast and New England of New South Wales including Armidale, Inverell, Glen Innes, Tamworth, Taree, Kempsey, Port Macquarie, Coffs Harbour and Moree and the Northern Territory. Pathfinders' vision 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.

The Sanctuary Model

Pathfinders' commitment is further strengthened by its implementation of the Sanctuary Model, a trauma-informed framework that guides our practice and organisational culture. The Sanctuary Model promotes safety, healing, and recovery by embedding values such as nonviolence, emotional intelligence, social learning, open communication, democracy, social responsibility, and a commitment to personal and collective growth. These values underpin how we engage with clients, ensuring their rights are upheld in a supportive and empowering environment.

Specialist Homelessness Services

The Specialist Homelessness 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.

Essential Criteria

1. **Qualifications** – Possession of a minimum Certificate III in Community Services (or equivalent), or extensive relevant experience in case coordination and/or working with young people, women, children, men, and families.
2. **Policy Knowledge** – Demonstrated understanding of the *Going Home, Staying Home* reforms and their implementation within the region.
3. **Cultural Competency** – Proven experience working with clients from Aboriginal and culturally and linguistically diverse (CALD) backgrounds, with an understanding of differences.
4. **Interagency Collaboration** – Experience working within complex interagency case coordination environments, including the ability to effectively engage with clients, service providers, and other agencies.
5. **Domestic and Family Violence** – Demonstrated skills and experience supporting families currently or previously experiencing all levels of domestic and family violence, including evidence of specific training or seminar participation relevant to this area.
6. **Child Protection** – Sound knowledge of Child Protection legislation and regulations, including an understanding of the NSW *Keep Them Safe* initiative and the responsibilities of mandatory reporters.
7. **Behavioural Support** – Ability to respond to and manage challenging behaviours, with demonstrated skills in communication, negotiation, and conflict resolution.
8. **Homelessness Support** – Experience and/or capacity to engage and support women, children, young people, men, and families experiencing or at risk of homelessness, including in outreach settings.
9. **Self-Management** – Demonstrated ability to use initiative, work independently, and be self-directed.
10. **Administrative and IT Skills** – High-level written communication, advanced clerical and computer skills, including proficiency in Microsoft Office 2021 (Word, Outlook, Internet Explorer, etc.), and experience using data entry and case coordination reporting portals.
11. **Licensing** – A current, valid, and unrestricted driver's licence.
12. **Clearances** – A cleared NSW Working with Children Check.
13. **Police Check** – A current National Police Check.
14. **First Aid** – A current First Aid Certificate.

Guide for applicants

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

Pathfinders encourage applications from people who identify as Aboriginal and/or Torres Strait Islander descent

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

This position is identified as child related employment and prohibited persons under the Child Protection Act 2012 are not eligible to apply. Successful applicants will be required to provide a current Working with Children's check number and a National Criminal History Check.

How to apply

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

Provide a typed application that includes:

1. A statement addressing each of the essential criteria, with examples demonstrating how you meet them
2. A current resume outlining your relevant skills and experience
3. A copy of your academic qualifications (photocopy or scanned copy)
4. Review, sign and attach copy of job package
5. The names and contact details of two recent work-related referees (at least one referee should be a current or recent supervisor, if possible)

Submit your completed application via email to: hr@pathfinders.ngo

Application Enquiries – To Corporate Services at: hr@pathfinders.ngo

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.

Specialist Homelessness Services

Position Description

SHS Support Worker

Position Title:	Support Worker
Responsible to:	Specialist Homelessness Coordinator
Position Status:	Part Time – 25 hours per week
Pay Level:	SCHADS Award Level 4.1
Location:	Inverell NSW

Purpose of Position

To support people in breaking the cycle of homelessness and assist those at risk to remain in long-term, safe accommodation.

The Support Worker will require knowledge and understanding of the diverse issues that impact individuals, families, and communities across NSW. This includes an ability to work in a culturally responsive way with Aboriginal and non-Aboriginal children, young people, and families. The role involves advocating on behalf of clients, providing appropriate cultural support where needed, and building strong relationships with community agencies, including Aboriginal organisations, to strengthen families and maintain important cultural and community connections.

Reporting Relationship and Accountabilities

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.

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 clients with complex needs
- SHS service system enablers including access, service quality, and workforce development
- links with other human services to ensure SHS responses are part of the broader service system and to build and maintain connections with family and community

Duties/Responsibilities:

- Deliver information, initial assessment, referral and coordination for clients referred to or presenting at the service (when it is safe to do so)
- Actively participate in local service system planning
- Carry out all work in accordance with current service policies, procedures, aims and objectives, common law, and funding agreement guidelines
- Ensure that services are provided with sensitivity to the individual and cultural needs of all clients
- Provide equitable service delivery
- Attend and actively participate in work-related conferences, meetings, and training courses – some of which may be outside the local area and require overnight stays
- Participate in service evaluation and staff appraisals; identify training needs and contribute to the development of goals and work plans for the following year
- Attend regular supervision with the Program Manager
- Raise any issues that may affect the operation of the service at staff meetings or directly with the Manager as required
- Follow procedures for the repair and maintenance of all property, vehicles, and equipment to service standards
- Work flexible hours and participate in on-call arrangements as required
- Recognise and monitor job stress and personal needs as a worker, and take active responsibility for personal wellbeing in the workplace
- Undertake any other duties as required

Client-Centred Approach

- Commitment to using a strength based, trauma informed and client centred approach
- Promote client participation in setting and reviewing case plan goals and service responses
- Encourage mutual obligations, supporting clients to take an active role in resolving and preventing homelessness

Intervening Early to Prevent Homelessness

- Promote awareness of the causes of homelessness and the early warning signs that indicate a person may be at risk
- Work closely with 'first-to-know' services (such as housing providers, correctional facilities, schools, domestic and family violence services, police, child and family services) to identify people at risk
- Collaborate with relevant services to provide personal, emotional, and practical support to help people remain safely housed
- Support the development of innovative housing solutions
- Facilitate access to income support, financial assistance, legal or financial advice, family mediation, tenancy support, and other relevant services
- Advocate on behalf of clients to access services and navigate the service system
- Support clients to access education, employment, and positive community or family connections where possible
- Provide and facilitate access to post-crisis support to sustain housing

Rapid Re-housing

- Maintain collaborative relationships with real estate agents and social housing providers to improve access to long-term accommodation
- Assess clients within 24 hours of becoming homeless to determine whether rapid re-housing is appropriate
- Develop and commence rapid re-housing case plans within 48 hours for suitable clients
- Provide follow-up support, with client agreement, to help sustain tenancies

Crisis and Transition Response

- Provide safe short-term or medium-term accommodation while homelessness is resolved
- Deliver case coordination and support to mitigate the impact of immediate crisis
- Connect clients to other services such as education, training, employment, and safe family and community networks
- Work with clients to transition from temporary arrangements into safe and affordable long-term housing
- Provide post-crisis support as required to sustain housing

Intensive Responses for Clients with Complex Needs

- Provide intensive, multi-disciplinary support for clients entrenched in homelessness
- Apply a housing-first approach, supporting clients to access and establish permanent housing linked with wrap-around services
- Work collaboratively with clients and other providers to implement multi-disciplinary case planning to address complex needs (e.g. mental health, alcohol and/or drug support, trauma recovery, DFV, financial or legal advice, or transitions from correctional facilities or out-of-home care, disability advocacy)
- Deliver 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 consent and in line with legislative requirements
- Provide accurate and up-to-date service information, including vacancy and capacity management
- Use the SHS Client Information Management System

Professional Development

- Participate in performance appraisals with the Senior Coordinator – Specialist Homelessness Services, including debriefing and follow-up on issues requiring action
- Pursue ongoing personal and professional development to enhance contribution to the organisation

Pathfinders – Purpose and Goals

Pathfinder's goal 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.

Pathfinders Vision

The Pathfinders' vision is to develop thriving communities in which all people can fully participate and develop freely through mutual trust and acceptance. We see this being achieved through collaborative strategies and best practices, a strong and respectful workforce, and advancing bold and progressive ideas and policies.

Pathfinders Mission

Our mission is to empower people to live with hope and equal opportunity to reach their potential. We provide hope through purpose and passion; generously sharing our expertise, knowledge and resources to make a transformative difference. We create equal opportunity by facilitating access to education, employment and safe housing; breaking down barriers that are obstacles to growth and independence.

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 based on religion, gender, race, sexuality or disability
- Quality service provision based on 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

Applicant Signature

Date