



Specialist Homelessness Support Program

Job Package SHS 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, New England and North West Tablelands of NSW. Pathfinders is committed to child-safe, culturally safe and trauma-informed practice across all corporate and service delivery functions, and operates within contemporary governance, risk, compliance and digital environments. 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

Sanctuary is an organisational framework that ensures that our culture and practices are guided by Trauma-informed principles. Sanctuary goes beyond providing a set of tools and techniques – it is a culture shift to address the effects of trauma at every level.

Pathfinders have made a commitment to embed the accredited and widely adopted Sanctuary model into every aspect of our organisation.

Specialist Homeless Services

The Youth Specialist Homeless Support (SHS) program, including the Youth refuge provides prevention, early intervention, rapid rehousing, crisis and transition responses and intensive support for young people with complex needs, who are at risk of homelessness or are homeless. Through intensive case management support, young people are supported to address the issues that have led them to becoming at risk of homelessness, or homeless. The program is specifically designed to support young people aged 16-24 years old. Pathfinders has

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an 'No Wrong Door' policy that provides support, including referral support, where it is needed.

The SHS program is also linked to a temporary accommodation facility, providing support specifically to young women aged 16 to 24 years old in need of crisis accommodation support.

Role of SHS Support Worker

The Support Worker is responsible for assisting individuals to break the cycle of homelessness and supporting those at risk of homelessness to maintain long-term safe and stable accommodation. The role requires knowledge and understanding of the issues impacting Aboriginal communities, societies and cultures in NSW and includes advocating on behalf of Aboriginal young people and their families by providing culturally appropriate support and services to Aboriginal and non-Aboriginal children, young people and families. The position also works to build and maintain strong relationships with Aboriginal agencies to support and strengthen families and cultural connections.

The role is required to ensure that all practices are undertaken in accordance with Respect@Work legislation, relevant legislation and organisational policies and procedures. This includes promoting a safe, respectful and inclusive workplace and supporting practices that uphold the safety and wellbeing of staff, clients and the broader community.

Selection 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 their needs.
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.

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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.

Enquiries

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

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 encourages applications from Aboriginal and Torres Strait Islander peoples and people from diverse backgrounds.

Pathfinders encourages 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.

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.

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- A photocopy of your relevant academic qualifications.
- The names and phone numbers of two recent work-related Referees (at least one referee should be a recent supervisor, if possible).

2. Please email applications to hr@pathfinders.ngo

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.

Pathfinders is committed to inclusive recruitment practices and reasonable adjustments will be provided upon request.

Interviews are conducted by a selection panel.

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

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Job Package SHS Support Worker

Position Title:	SHS Support Worker
Responsible to:	SHS Coordinator
Position Status:	(FT/PT/) (hours per week)
Pay Level:	Level 4.1 Social, Community, Home Care, and, Disability Services Industry Award

Purpose of position

To provide high-quality corporate, administrative and HR support services that enable Pathfinders to meet governance, compliance and service delivery obligations.

The role contributes to organisational compliance with funding, regulatory, industrial and child-safe frameworks.

Reporting relationship and accountabilities

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

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agencies to support and strengthen families and cultural connections

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:

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

The SHS delivery framework comprises four dimensions:

- a client-centered approach that places the client at the center 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

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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 wellbeing in the workplace.
- Any other duties as required.

Client-Centered approach

- Commitment to a client-centered 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

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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.

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.

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

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- 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, North West Tablelands and Mid North Coast and Northern Territory

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 and Northern Territory at Palmerston and Alice Springs. Our services continue to grow with our organisation now supporting children, young people and their families with supported accommodation services, family and youth support services, juvenile justice, youth work, child protection, 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 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 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

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- 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.

Employee Signature

Date

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