

## Womens' Homelessness Caseworker

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<b>Position:</b>	<b>Women's Homelessness Caseworker</b>
<b>Status:</b>	<b>Participation - On Call Sexual Assault Response Team Roster</b>
<b>Hours of Work:</b>	<b>Temporary Part Time / Full-time negotiable</b>
<b>Responsible to:</b>	<b>76 Hours per fortnight negotiable</b>
<b>Salary:</b>	<b>Specialist Homelessness Team Leader /Coordinator</b>
	<b>Commensurate with experience under the SCHCADS Award – Level 5</b>

Employees will be required to participate in the after-hours Sexual Assault Response Team. Employees also may be required on occasions to work outside ordinary hours including weekends.

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### Organisation

The North Queensland Combined Women's Services Inc (NQCWS) operates from a broad feminist perspective and is welcoming of all women. NQCWS feminist philosophy embodies an analysis of the subordinate (secondary) position of women in society with a strong commitment to personal and social change.

NQCWS housed at The Women's Centre, and offers a Specialist Homelessness Service, the Townsville Sexual Assault Support Service and a Women's Health Service. The Women's Centre also provides crisis to medium term counselling, group work, information, support, advocacy, outreach, home visits and appropriate referrals to other service providers.

While working with women, both individually and in groups, The Women's Centre aims to promote social and political change by validating women's stories and experiences, advocating for women's rights through awareness raising, community education and social action.

### Purpose

To provide a range of interventions to women in the area of homelessness and domestic and family violence against women including case management, crisis to medium term support, advocacy and referrals.

To provide leadership, mentoring, coaching and support to other members of the homelessness team and within the organisation as a whole.

### Accountability

The worker is accountable to the NQCWS Coordinator, Specialist Homelessness Team Leader and through her to the Management Committee, to the Staff team, and to service users

### Responsibilities

- To work towards achieving the objectives of NQCWS
- To demonstrate an understanding and commitment to social justice and feminism and to foster an environment dedicated to the celebration and promotion of feminist principles.

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- To meet the requirements of the Service Agreement with Department of Communities, Housing and the Digital Economy.
- To provide leadership to the team that will facilitate and contribute to reducing homelessness in the community
- On a day to day basis provide direction and guidance related to casework
- Be aware of personal safety and stress levels within self and others

### Target Group

Women over 18 years and their children who are homeless or at imminent risk of homelessness, including women escaping domestic and family violence. Women and young women 15 years and over who have been sexually assaulted.

### Service Provision

Service delivery will be both centre and mobile based. Services will be provided in a safe and timely manner.

### Duties

This employee must be the point of contact for other team members on a day to day basis to discuss cases when matters have become more complex or increased risk to an individual is identified.

- To transit women into housing or to prevent homelessness through the provision of support including case management for the most complex cases
- Initial and ongoing assessment
- Participate on crisis support roster to provide case management for women experiencing homelessness, escaping Domestic and Family Violence and other identified crises.
- Providing housing assistance and advocacy
- Supporting the woman to establish or sustain housing
- Providing emotional and practical support
- Providing activities/programs for developing living skills and building capacity for independent living

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- Assisting with budgeting and debt management
- Advocacy and assistance to access specialist and mainstream services for example, drug or alcohol, mental health, legal and Centrelink
- Facilitating social contact with family and friends and forming new social networks
- Facilitating access to education, volunteering, employment & leisure activities
- Facilitating transition to mainstream services and to community supports
- To contribute to the reception/backup of the Service, providing information and referrals to women and to other service providers.
- To encourage human service organisations to be more responsive to the needs of women who are homeless or in crisis.
- To support other women based services or projects as appropriate e.g. Women's Refuges, Women's Legal Service.
- Provide training to Staff and supervise tertiary level students as required
- Provide coaching and mentoring to new and less experienced staff
- Lead reviews of practice and revise and update the practice guide where appropriate
- Provide reports or write funding or policy submissions to government as required
- Attend network meetings as required

### Administration

- In consultation with the Co-ordinator/Specialist Homelessness Team Leader , plan work schedules for efficient use of time and resources.
- Use current case management system
- Record and collate monthly statistics for organisational purposes
- Assist in providing case study data and statistics for the purpose of project work or reports
- Organise workload effectively to include preparation and follow up time.
- Participate in Professional Development, Staff Training and Supervision
- To participate with the Coordinator, other staff and management in Women's Centre meetings, policy formulation and the planning of future directions of the Service

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### Sexual Assault Response Team

- In collaboration with agencies involved in the Townsville Sexual Assault Response Team, participate to provide 24 hour on-call crisis care services for recent victim/survivors.
- Provision of specialist critical incident sexual assault support and information regarding victim/survivors rights and options with legal and medical issues
- Preserve the integrity of client confidentiality in accordance with the victim centred best practice model of the Townsville Sexual Assault Response Team, and share information as necessary to facilitate the collaborative partnership
- Liaison and consultation with other professionals, including, Police, Homelessness Services, Mental Health Services, Courts, Medical Services and Victim Assist Queensland
- Employees are on a roster for after-hours support to victims of sexual assault.

***Please provide details of your knowledge and experience in relation to sexual assault support work.*** Knowledge and experience in relation to sexual assault support work is not an essential criteria for a Women's Homelessness Worker.

### Selection Criteria

#### Essential Requirements:

1. Tertiary qualification in Social Sciences/Social Work or equivalent degree, or relevant employment history and experience
2. Three or more years' experience working in the homelessness field or related areas
3. Demonstrated knowledge and experience incorporating a feminist analysis of violence against women
4. Demonstrate your ability to manage complex casework.
5. Understanding of homelessness issues for women in Australia
6. Demonstrated abilities to provide information, referral and case management
7. Demonstrated high levels of verbal, written and interpersonal communication skills.
8. Ability to work with people from diverse cultural backgrounds, and/or access services which would assist women particularly those who are disadvantaged.
9. Demonstrate your ability to lead, mentor and respond as a go to person for your colleagues.

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10. Current or eligible to hold Commission for Children, Young Persons and Child Guardian working with Children Blue Card
11. Current valid Queensland, Open, C class driving licence