

Specialist Homelessness Service Caseworker (Level 5)

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.

Award

Social, Community, Home Care and Disability Services Industry Award 2010 [MA000100]

Performance Indicators

S.no	Performance indicator	Measurement of performance indicator	Assessment period
1	TBC	To be developed	6 months

Roles and responsibilities

Organisation

The North Queensland Combined Women's Services Inc (NQCWS) known as The Women's Centre operates from a broad feminist perspective and is welcoming of all women. The Women's Centre recognises that the sociopolitical environment has a direct influence on the experience of women in society; and further considers the intersections of power and privilege and how this shapes the diverse experiences of women and their access to opportunities and resources. The Women's Centre embraces a strong commitment to social and political change to support the safety and wellbeing of all women.

The Women's Centre offers a Specialist Homelessness Service, a Women's Health Service and the Townsville Sexual Assault Support Service which is a key partner within the Sexual Assault Response Team – Townsville Region. The Women's Centre provides trauma and violence informed therapeutic counselling, crisis support, holistic and practical case management support, advocacy, information and referrals to other appropriate services and therapeutic and social inclusion groups. Services offered may be centre based, mobile, outreach and/or co-located in other locations as appropriate.

The Women's Centre aims to promote meaningful personal, social and political change by validating women's experiences, advocating for women's rights and working towards the prevention of gendered violence through awareness raising, community education and social action.

- **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.**

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.
- To meet the requirements of the Service Agreement with Funding Department/s.
- 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 role is a 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.
- Assisting with budgeting and debt management.
- Advocacy and assistance to access specialist and mainstream services for example, drug or alcohol, mental health, legal and Services Australia.
- 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.

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.

Other Duties

- Other duties as requested by the Coordinator and/or Management Committee.

Award Classification

- Commensurate with experience under the SCHADS Award 2010 – Level 5

Responsible to

- Specialist Homelessness Service Team Leader

Previous experience

- Proficiency in case management, administration, time management, and service coordination
- Ability to manage complex casework
- Experience in collaborative engagement and advocacy for individuals facing homelessness
- Knowledge and experience incorporating a feminist analysis of violence against women
- Understanding of issues affecting women experiencing homelessness or at-risk
- Able to work with people from diverse cultural backgrounds, and/or access services which would assist women, particularly those who are disadvantaged
- Knowledge of relevant standards, legislation, and policies related to homelessness services
- Awareness of workplace health and safety, privacy, and confidentiality regulations
- Familiarity with quality assurance standards and implementation protocols
- Ability to lead, mentor and respond as a go to person for colleagues

Education

- Tertiary qualification in Social Sciences/Social Work or equivalent degree, or relevant

employment history and experience.

Essential Registrations:

- Current Working with Children Blue Card.
- Current valid Queensland, Open, C class driving licence.
- Right to Work (Australian/New Zealand passport; Australian/New Zealand Birth Certificate or Citizenship Certificate or International Passport & Visa)

Mandatory documents

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Checklists

- **Onboarding Checklist:** Onboarding Checklist
- **Offboarding Checklist:** Offboard Checklist