

POSITION DESCRIPTION



JOB TITLE: Specialist Homelessness Caseworker, Inner City Rapid Response

REPORTING TO: Team Leader, Homelessness Service

DEPARTMENT: National Service Delivery

LOCATION: Sydney Metro

THE ROLE: YWCA Australia Homelessness Services, Inner City Rapid Response Service supports young people, women, men and families who are experiencing homelessness in the City of Sydney local government area. The role of the Specialist Homelessness Case Worker is diverse in providing holistic case management, including the use of brokerage, to support clients to exit homelessness in to safe, affordable and sustainable accommodation, whilst assisting new arrivals to the inner-city to return to their communities of origin. Alongside this, the role holds a case management portfolio of individuals and families in transitional accommodation.

To achieve the program's purpose, the role works collaboratively with partner agencies, and develops and maintains strong relationships with other services and accommodation providers to assist in facilitating positive outcomes for clients.

YWCA VISION: all women, young women and girls are safe and respected, with equal access to power, opportunity and resources.

YWCA PURPOSE: to be a strong, unified, national feminist organisation for women, young women and girls, working to achieve gender equality.

It is a requirement that the job holder fully complies with, promotes and lives

YWCA's Core Values:

FEMINISM

INCLUSION

EXCELLENCE

INNOVATION

INTEGRITY

KEY RESPONSIBILITIES

- Live the YWCA values and carry out all work in line with achieving our vision and strategic goals through the provision of exceptional service delivery, with a focus on continuous improvement.
- Contribute to and promote safe work practices that are consistent with YWCA's policies and comply with WH&S legislation.

POSITION DESCRIPTION



- Promote and actively support a safe and inclusive working environment that celebrates everyone's uniqueness, including their race, gender identity, age, disability, religion, ethnicity, sexual orientation, and experiences.
- Provide a client centred and strengths based approach that will place the client at the centre of all service responses, tailored to their needs.
- Work intensively with clients to identify accommodation based on needs, affordability and choice, ensuring people who are homeless are rapidly and safely rehoused
- Provide outreach client support for individuals and families residing in transitional accommodation.
- Undertake a range of administrative activities (including comprehensive case notes and reporting), in line with the Funding Agreement and Legislative requirements.
- Develop and leverage partnerships with key stakeholders, government departments and housing providers to achieve sustainable housing solutions
- Represent YWCA Australia at relevant interagency and sector meetings ensuring a strong profile is maintained within the sector.
- Ensure data is collected for evaluation of program as required by the funding body and the YWCA Australia.
- Contribute to professional development by attending relevant training, regular supervision and performance reviews.
- Undertake other tasks as assigned by the manager.

QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Relevant tertiary qualifications in Youth Work, Social Work, Welfare or Education or demonstrated experience in a similar field.
- Demonstrated experience working with people who are experiencing homelessness or are at risk of homelessness.
- Proven understanding of the special needs of marginalised people and the ability to effectively provide support.
- Results focused, self-motivated and a self-starter who goes above and beyond.
- Strong organisational and time management skills, including the ability to manage competing demands.
- Demonstrated collaborative working style, with good interpersonal and excellent communication skills, both written and verbal.
- Team player who is approachable with strong interpersonal and listening skills together with the ability to empower.
- Proven ability to build and maintain strong relationships with clients, external service and accommodation providers and government agencies.

POSITION DESCRIPTION



- Experience in working with children and a thorough understanding of child protection legislation.
- A valid state-based working with children or working with vulnerable people check.
- Proficient IT skills in Microsoft Office.
- Possess a current NSW Driver's Licence.
- Possess a valid First Aid Certificate, or willingness to obtain.

EMPLOYEE AGREEMENT

Name

Date

Signature