

POSITION DESCRIPTION



JOB TITLE: Specialist Case Worker, Inner City Rapid Response

REPORTING TO: Team Leader, Homelessness Service

DEPARTMENT: National Service Delivery

LOCATION: Sydney Metro

THE ROLE: The primary purpose of this role is being responsible for the case management of clients of the YWCA Australia Homelessness Services in our Inner City Rapid Response Service (RR). This program supports young people, women, men and families who are experiencing homelessness in the City of Sydney local government area. Rapid Response provides holistic case management support, including the use of brokerage, to support clients to exit homelessness in to safe, affordable and sustainable accommodation. This service also responds quickly to assist new arrivals to the inner-city to return to their communities of origin. Rapid Response also supports individuals and families using transitional accommodation with ongoing case management.

To achieve the program's purpose, the role will also work collaboratively with partner agencies and develop and maintain 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

- Conduct effective needs assessment and case management for the Inner-City Rapid Response (RR) clients
- Provide case work support to RR clients residing in the program's transitional accommodation and assist them to develop life skills and supports that will optimise their outcomes.

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- Maintain case notes to a high standard to ensure effective communication between colleagues.
- Through the case management process and brokerage, assist clients to find or maintain sustainable accommodation suitable for their needs
- Provide relevant support to clients in areas of need that may be contributing to their ability to maintain stable accommodation
- Work with Team Leader, Homelessness Services to ensure obligations are met under contract of service
- Ensure pathways are created for additional support as required.
- Develop and maintain strong relationships with key government departments, service and accommodation providers to facilitate client access and assist in ensuring positive client outcomes
- 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 the development and maintenance of effective processes and procedures to ensure the smooth running of the IWYHS Program
- 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.
- Previous 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 support clients with these needs.
- Excellent verbal and written communication skills across a variety of audiences, including the ability to respond to clients with empathy, sensitivity and understanding.
- Demonstrated ability to build and maintain strong relationships with clients, other service and accommodation providers and government agencies.
- Demonstrated experience working with children, and a thorough understanding of child protection legislation.

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- Proficient IT skills in Microsoft Office.
- Possess a current cleared Working with Children Check.
- Possess a current NSW Driver's Licence and the use of their own vehicle.
- Possess a valid First Aid Certificate, or willingness to obtain.
- Strong supporter of Women's Rights and willing to push the boundaries.
- Team player who is approachable with strong interpersonal and listening skills together with the ability to empower.
- Results focused, self-motivated and a self-starter who goes above and beyond.
- Doesn't settle, strives for continuous improvement and has a high level of integrity.

EMPLOYEE AGREEMENT

Name

Date

Signature