

## **Job Description**

### **Support Worker – Finding Safety Project**

**Location:** Parramatta

**Program:** Finding Safety Project

**Reports to:** Program Manager

**Employment Type:** Part-time (2 days per week) for a period of one year

**Classification:** SCHADS Award – Level 3

### **Position Summary**

The Support Worker will provide practical, client-centred support to women engaged with the Finding Safety Project, with a strong focus on accommodation assistance, crisis response, and day-to-day support at the Women's Space.

The role is designed to help women on temporary visas experiencing vulnerability, gender-based violence, housing instability, and other complex challenges by assisting them to access safe accommodation, essential services, and practical supports that promote safety, stability, and wellbeing.

The Support Worker will work collaboratively with staff, external services, and community partners to ensure women receive compassionate, culturally safe, and trauma-informed support.

### **Key Responsibilities**

#### **1. Accommodation Support**

- Assist women to access safe and appropriate accommodation, including crisis, temporary, transitional, and longer-term housing options.
- Support women with housing applications, referrals, and communication with housing providers, refuges, real estate agents, and relevant services.
- Advocate for women experiencing barriers to securing or maintaining accommodation.
- Assist with practical arrangements related to moving into accommodation, where appropriate.
- Maintain up-to-date knowledge of local housing and accommodation pathways and services suitable for this cohort

#### **2. Client Support and Case Assistance**

- Provide practical and emotional support to women Finding Safety Project.
- Assist clients with everyday tasks and service navigation

- Support women to identify immediate needs and priorities in relation to safety, housing, wellbeing, and family responsibilities.
- Work alongside case workers and project staff to support client goals and action plans.

### **3. Crisis and Safety Support**

- Respond appropriately to women presenting in crisis or distress.
- Support safety planning in collaboration with project staff and specialist services.
- Maintain professional boundaries while offering compassionate and trauma-informed care.
- Escalate high-risk concerns to the Project Manager or external agency in line with organisational procedures.

### **4. Support at the Women's Space**

- Provide a welcoming, safe, and respectful presence within the Women's Space.
- Assist with the daily operations and practical functioning of the space, ensuring it remains supportive and responsive to women's needs.
- Help with setting up activities, distributing essential resources, and supporting group or individual engagement where needed.
- Build trusting relationships with women from diverse cultural, linguistic, and migration backgrounds.

### **5. Administration and Record Keeping**

- Maintain accurate, timely, and confidential client notes, records, and referrals.
- Complete required documentation in line with organisational policies and funding requirements.
- Contribute to data collection, reporting, and outcome tracking where required.

### **6. Collaboration and Community Engagement**

- Work collaboratively with internal staff, volunteers, and external agencies.
- Develop and maintain positive working relationships with housing providers, support services, and community organisations.
- Participate in team meetings, supervision, training, and reflective practice.

### **Key Selection Criteria**

## **Essential**

- Experience working with women experiencing family violence, homelessness, housing insecurity, or complex needs.
- Demonstrated understanding of trauma-informed, strengths-based, and client-centred practice.
- Experience supporting clients to access accommodation, housing, and community services.
- Strong interpersonal and communication skills, with the ability to build trust and rapport.
- Ability to work effectively with women from diverse cultural, and faith backgrounds.
- Sound organisational and administrative skills, including case notes and record keeping.
- Ability to work both independently and as part of a team.
- Current Working With Children Check.
- Current National Police Check.
- Current Driver's Licence (desirable if travel/support appointments are required).

## **Desirable**

- Qualification or current study in Community Services, Social Work, Welfare, Case Management, or a related field.
- Experience working within a women's service, community centre, or family violence setting.
- Knowledge of local housing, and support systems.
- Bilingual / multilingual skills (highly regarded).

## **Core Capabilities**

The successful applicant will demonstrate:

- Compassion and empathy
- Professional boundaries and ethical practice
- Cultural humility and respect
- Strong advocacy skills

- Flexibility and responsiveness in a dynamic environment
- Commitment to women's safety, dignity, and empowerment

### **Work Health and Safety / Other Requirements**

- Comply with all organisational policies and procedures, including confidentiality, child safety, and workplace health and safety.
- Maintain professional conduct and uphold the values and mission of the organisation.
- Participate in training and continuous improvement activities.

### **Our Commitment**

The **Finding Safety Project** is committed to creating a safe, inclusive, and empowering environment for all women. We strongly encourage applications from people with lived experience, culturally and linguistically diverse backgrounds, and those committed to social justice and community wellbeing.

**Kindly submit a cover letter along with a statement addressing the selection criteria to Sara Muzamil at [sara.muzamil@jrs.org.au](mailto:sara.muzamil@jrs.org.au) by COB (5:00 PM), 5 June 2026.**