

POSITION DESCRIPTION

SENIOR PATHWAY WORKER

Program:	Senior Pathway Worker
Reports to:	Program Coordinator/Program Manager
Supervises:	Locums, Pathways Workers, Security contractors.
Date of Last Review:	January 2026
Classification:	Social and Community Services Employee Level 4 (Above award classification) Sacred Heart Mission Enterprise Agreement 2023.
Long Service Leave	This role has been deemed eligible to participate in Scheme

PROGRAM INFORMATION

Sacred Heart Central is part of the organisation's Homeless Services response, which operates across three streams: housing, case management, and engagement hubs. The purpose of the Engagement Hub at Central is to provide a safe and welcoming community space where people can access practical support, social connection, and pathways to essential services.

SACRED HEART CENTRAL (SHC)

SHC sits in the engagement hubs, its programs provide an integrated service approach, and these are organised in two groups:

1. **Support Services**, which provide; homelessness assistance (assertive engagement, crisis intervention, advocacy and support); Spiritual Care and Wellness Place (client participation program), including activities, education, complementary therapies and health services.
2. **Meals**, which provides a daily breakfast and lunch service (an average of 250 meals a day, every day of the year).
3. **Wellbeing Responses**, activities, group work and therapies through the Wellness Place. Spiritual Care is also provided.

PURPOSE OF THE POSITION

This role provides leadership in the provision of high quality, effective engagement and support of participants of SHC, in accordance with the organisation's values and its legislative and funding requirements. The role has responsibility to ensure the Pathways Team functions smoothly, particularly across the weekends.

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It also supervises the day-to-day activities of Pathways Workers who provide engagement assessment and support of hub participants and mentors new staff members.

KEY RESPONSIBILITIES

	Key Responsibilities/duties (note: this is not an exhaustive list)
Accountability	<ul style="list-style-type: none"> ▪ Lead and monitor service delivery to ensure staff meet outcomes and targets as per legislative and funding requirements.
Service Delivery	<ul style="list-style-type: none"> • Ensure a welcoming and safe environments is maintained in collaboration with all throughout the hubs. • Provision of leadership on weekends. • Daily follow up with Pathways Workers to ensure all support provided is recorded in SRS and relevant spreadsheets. • Secondary consultation and supervision as required. • Support coordinator in preparing end of the month reports, staff rostering, and payroll. • Minimum target of four participant contacts (duties) per day with notes completed. • Provide case coordination support of up to three participants for six weeks. • Apply the objectives and tools of the SHM Case Management Framework and the Trauma Informed Care Framework. • Ensure accurate, professional and timely maintenance of participant records and data collection in accordance with relevant policies and procedures. • Support staff to manage and de-escalate incidents in accordance with SHM policies and procedures. • Deliver participant exclusions. • Oversee appropriate referral process to programs within SHM and external referrals.
On Call	<ul style="list-style-type: none"> • Participate in the on-call roster and any associated training and development.
Organisational Participation	<ul style="list-style-type: none"> • Demonstrate commitment to continuous quality improvement to enhance systems and procedures. • Contribute to the implementation of the Missions' Strategic Plan. • Contribute to collaborative practice across Client Services and partnership agencies.

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	<ul style="list-style-type: none"> Attend and participate in team meetings, service planning days and SHM all staff meetings.
Professional Development	<ul style="list-style-type: none"> Attend and participate in regular supervision sessions. Undertake all mandatory and core training in a timely manner. Participate in annual professional development and review (PDR) process and take responsibility for own training and development plan in collaboration with direct supervisor.
Staff Supervision and Leadership	<ul style="list-style-type: none"> Regular supervision of contractors, students and Pathways Workers (as required). Provide program leadership in the absence of the Program Coordinator. Ensure monthly reports and data recording are completed by staff, including monitoring and managing the Minimum Data Set (MDS). Ensure monthly roster is up to date shared with the team in a timely way. Undertake regular supervision sessions and annual professional development reviews (PDR) with direct reports. Contribute to a workplace culture which supports staff, volunteers, develops teamwork, and ensures the provision of quality and innovative services. Consider SHM policies and procedures and organisational perspective when making decisions and participating in discussions. Contribute to a collaborative and supportive workplace culture.
Health & Safety	<ul style="list-style-type: none"> Exercise a duty of care for the health and safety of staff, volunteers, clients, and customers in your charge and implement effective health and safety (H&S) measures to ensure compliance with the “<i>Occupational Health and Safety Act 2004 (Vic) Act</i>” and related legislative requirements. Have knowledge of and comply with SHM Health & Safety Framework.
Information Security	<ul style="list-style-type: none"> Manage information and data in accordance with SHM frameworks, policy and, procedures relating to privacy, document and data management, and cyber security. Control system access and manage data retention, archiving, destruction or de-identification.

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	<ul style="list-style-type: none"> Maintain security protocols and notify IT of cybersecurity incidents.
RISK	All SHM staff are required to consider, identify and address risk in accordance with the responsibilities of their position.
CQI (Continuous Quality Improvement)	All SHM staff are encouraged to identify quality improvement opportunities and implement and monitor CQI initiatives in accordance with the responsibilities of their position.
TIC (Trauma Informed Care)	All SHM staff are required to engage in TIC learning and development and integrate their understanding of and responsiveness to the impact of trauma within their work.
Case Management Framework	All SHM staff participating in Case Management/Planned support activities are responsible for integrating trauma informed practices and outcomes measurement into their case management

MANDATORY REQUIREMENTS

- Eligibility to Work in Australia.
- A current Criminal Records Check.
- A current Victorian Working with Children Assessment Notice.
- Valid driver's license to drive in Australia.
- Current First Aid Certificate, including current CPR issued by recognised accredited Australian provider (to be completed within three months of commencement).
- International Police Checks for staff who have lived outside Australia for more than 12 months within the last 10 years.

QUALIFICATIONS

- Appropriate degree qualification relevant to the delivery of community services e.g. Candidates with Diploma qualifications and outstanding relevant experience may be considered.

KEY SELECTION CRITERIA

- Demonstrated and proven ability to manage, supervise and provide leadership to a team.
- Demonstrated ability to ensure service delivery outcomes meet the required target.
- Strong experience in case management and service coordination in one or more of the following areas: homelessness, mental health, dual diagnosis, alcohol and other drugs.
- Experience in assisting participants to navigate different service systems to meet their needs.
- Proven ability to effectively manage high risk behaviours and respond to crisis situations.
- Excellent communication skills, both verbal and written

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- Knowledge of trauma informed care practices
- Ability to participate collaboratively and constructively within teams of peers, staff, and other stakeholders, as well as initiative and effective personal judgement when working alone.
- Strong alignment with the values of Sacred Heart Mission.

VISION, PURPOSE AND VALUES

Our **vision** is of an inclusive and fair society where people can live a fulfilling life.

Our **purpose** is to end homelessness, deep disadvantage and social exclusion by building people’s capacity and promoting fairer and more inclusive communities and service systems.

Our **Values** are:

Welcome

- We value people as they are and treat everyone with respect.
- We greet others with a smile and introduce ourselves.
- We show genuine interest in other people.

Community

- We give everyone an opportunity to share their ideas, opinions and feedback and we listen to what people say.
- We support each other to succeed and join up for the common good.
- We actively participate in the life of Sacred Heart Mission.

Kindness

- We make time to understand and support people’s individual needs.
- We communicate with each other in a positive, helpful and compassionate manner.
- We listen deeply and never assume that we know what is best for others.

Integrity

- We make decisions that are true to our vision and purpose.
- We are honest in what we say and do.
- We keep our promises and fulfill the tasks we are expected to do.

Courage

- We look for new ways to solve problems and improve how we work.
- We speak up when things are not right to achieve better outcomes.
- We take responsibility for our actions and accept when we are wrong.

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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