

Position Description	
Title	Pathways Facilitator, Strong Foundations
Status	Full-time, 18 Month Fixed-term-contract
Grade	SCHADS Award Level 5
Reports to	Program Manager, From Now
Direct reports	Nil
Key relationships	From Now team, Client Programs and Client Services teams, Correctional Centres, SHS Providers, Tenancy Supports, Community Partners, External stakeholders
Location	Based at WAGEC From Now, Riverwood, with travel as needed to other WAGEC sites. The role requires significant travel across NSW, including to - Dillwynia Correctional Centre - Wellington Correctional Centre - Jacaranda Cottage at Emu Plains. Some program delivery may require overnight stays, depending on location.
Date approved	July 2026

Organisational Context

The Women's and Girls' Emergency Centre (WAGEC) is a non-government, not-for-profit, charitable organisation that supports clients in crisis and advocates for social change in the community. By 'client', we refer to all women (cis and trans), families and non-binary people comfortable in women-centric spaces.

We work across Sydney, on the lands of the Gadigal, Wangal and Dharug people of the Eora Nation and our activities extend across many Aboriginal nations and language groups. We seek always to work respectfully in partnership with communities and in accordance with local protocols.

For over 45 years we have been doing this work in partnership with community, business and government stakeholders. Every night, we support 200 clients impacted by homelessness, domestic violence and systemic disadvantage. Equally, we seek to address the underlying causes of gender-based violence through primary prevention activities to end gender-based violence in a generation.

Our Vision

Build a community free from gender-based violence by harnessing collective power and shaping a safer future for generations to come.

Our Purpose

We create safe spaces for women and families impacted by homelessness, domestic and family violence and systemic disadvantage. We create enduring change in times of crisis through access to safety, housing, and material support. We work with our communities to advocate social change. We are trauma-informed, culturally responsive and respectful in our practice and the

design of our programs and activities. The safety and wellbeing of children and young people is at the core of WAGEC's work.

Our Values

Our values are how we show up – with passion, purpose, and allyship.

- Respect – every person matters
- Collaboration – change happens together
- Social Justice – dismantles injustice, build what's fair
- Adaptability – unlearn, relearn, grow.

Program overview – Strong Foundations

Strong Foundations is a trauma-informed housing pathways and life skills program for women in custody who are preparing to transition back into community. The program builds practical knowledge and confidence in housing systems, financial literacy, service navigation, wellbeing and independent living skills.

Strong Foundations complements and extends WAGEC's existing **From Now** program, which supports women impacted by incarceration, homelessness, violence and poverty as they transition from custody into safe accommodation, community connection and greater independence.

By working with women earlier in the reintegration pathway, Strong Foundations strengthens pre-release preparation and creates a more connected pathway into post-release accommodation, support and community reintegration.

Delivered in correctional settings, the program focuses on practical, strengths-based learning that supports women to understand their options, navigate services and build readiness for stable housing and independent living.

Co-designed with Corrective Services NSW, Aboriginal leaders and women with lived experience, the curriculum is evidence-informed, culturally responsive and aligned with criminogenic program requirements.

The key focus areas for the program are:

- Improve the knowledge of incarcerated women of safe and stable housing options and how to access them
- Develop stronger self-advocacy in navigating housing and services
- Improve financial literacy and enhanced life skills to live independently
- Improve wellbeing, confidence, and readiness for reintegration, with mothers better positioned for family reunification.

Strong Foundations is funded by the NSW Government's Investing in Women Funding Program, administered by Women NSW and aligned with the NSW Women's Strategy 2023–2026.

Position Purpose: Pathways Facilitator

The Pathways Facilitator supports the design and is responsible for the delivery and continuous improvement of the Strong Foundations program across participating NSW correctional centres.

The role facilitates six-week group program cycles and adapts delivery to meet participant learning needs, literacy levels, cultural contexts and priority cohort needs.

It supports participants to build readiness for reintegration, strengthen family and community connection, and develop practical skills for housing stability and independent living.

Alongside group facilitation, the role provides housing readiness support, including pre-release planning, practical task completion, service navigation, warm referrals and short-term post-release follow-up.

The position works collaboratively with correctional centres, SHS providers, housing services, tenancy supports and community partners to strengthen continuity of care and housing outcomes.

Due to the travel requirements of this role, the successful candidate will need access to a reliable car and will receive a car allowance.

The role also maintains records, resources, evaluation data and delivery logistics, and contributes to WAGEC's reflective practice, values and continuous improvement.

The core responsibilities of the role are:

1. Program Co-Design, Facilitation & Participant Development (50%)
2. Housing Readiness, Reintegration & Transitional Support (30%)
3. Program Administration (15%)
4. WAGEC culture (5%)

Core Position Responsibilities

1. Program Co-Design, Facilitation & Participant Development (50%): Co-design, develop and deliver evidence-informed, trauma-informed and culturally responsive housing readiness and life skills programs that support women in custody to prepare for stable housing, successful reintegration and independent living following release.	
Key focus areas	a) Co-design, develop and maintain the Strong Foundations curriculum with key partners, stakeholders and women with lived experience.

	b) Develop evidence-informed facilitator guides, participant resources, session plans and learning materials. c) Ensure program content aligns with criminogenic requirements, trauma-informed practice and cultural safety. d) Facilitate six-week program cycles across correctional centres in safe, inclusive and participant-centred ways. e) Deliver sessions on housing pathways, tenancy readiness, financial literacy, service navigation, self-advocacy, wellbeing, mindfulness, emotional regulation, cooking, meal planning, nutrition on a budget and independent living skills. f) Adapt facilitation to diverse learning styles, literacy levels, cultural backgrounds and participant needs. g) Adapt delivery for priority cohorts, including pregnant women, mothers, Aboriginal women and women exiting custody into housing insecurity. h) Build respectful relationships that support participation, confidence, connection and self-determination. i) Use feedback, evaluation data and best practice evidence to improve curriculum and delivery. j) Coordinate with internal staff, facilitators or contractors to support consistent delivery across multiple sites where required. k) Manage delivery schedules, travel, facility access, security requirements and competing priorities across multiple sites.
Performance Measures	• Program content is trauma-informed, culturally responsive, evidence-informed and aligned to program requirements. • Six-week program cycles are delivered safely, consistently and on schedule. • Participant engagement, attendance, completion and outcome data are monitored and reported. • Participant feedback shows increased housing knowledge, self-advocacy and reintegration readiness. • Evaluation insights are used to improve curriculum and delivery. • Correctional facility requirements, security protocols and professional boundaries are maintained.

2. Housing Readiness, Reintegration & Transitional Support (30%): Support women to develop practical housing plans, establish connections to community services, increasing their knowledge in navigating housing pathways and readiness to secure and sustain stable housing following release.	
Key focus areas	a) Develop practical housing readiness and reintegration plans with participants before release. b) Support participants to understand housing pathways, tenancy options, eligibility requirements and service systems. c) Assist with housing applications, identification, income support and other pre-release planning tasks.

	d) Coordinate warm referrals to SHS, housing, tenancy, health, legal and community supports. e) Provide short-term transitional support and post-release check-ins to reinforce housing pathways and address immediate reintegration needs. f) Strengthen participants' self-advocacy, problem-solving and service navigation skills. g) Work with correctional centres, housing providers and community partners to support continuity of care. h) Identify and escalate risks to participant safety, wellbeing, housing stability or reintegration.
Performance Measures	• Housing readiness and reintegration plans are completed before release. • Participants are connected to housing, SHS, tenancy and community supports through timely warm referrals. • Post-release support is delivered in line with program guidelines and participant needs. • Participants demonstrate increased understanding of housing pathways, tenancy responsibilities and service options. • Partner relationships and referral pathways support continuity of care and reintegration outcomes. • Participant records, case notes and reporting are accurate and completed on time.

3. Program administration (15%): Maintain records, resources, evaluation data and logistics supporting safe, compliant and effective program delivery.

Key focus areas	a) Maintain accurate records, attendance data, case notes, participant documentation and reports. b) Handle participant information, consent records and evaluation data safely, confidentially and in line with WAGEC privacy requirements. c) Maintain facilitator guides, participant resources and program materials. d) Collect participant feedback, outcomes data and evaluation information. e) Contribute to program reviews and continuous improvement activities. f) Submit timesheets, leave requests and administrative documents on time. g) Coordinate program logistics, including travel, resources and facility access.
Performance Measures	• Administration tasks, records and reports are completed accurately and on time. • Participant records, attendance data, consent records and evaluation information are current and securely managed. • Program resources are reviewed, updated and fit for purpose.

	• Program logistics, travel, resources and facility access are coordinated effectively. • Financial and administrative records comply with WAGEC requirements.
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4. WAGEC culture (5%): proactively contribute to WAGEC's overall culture and impact

Key focus areas	a) Work in line with WAGEC's purpose, values and strategy. b) Contribute to a culture of reflection, learning and continuous improvement. c) Apply WAGEC's values when navigating ethical, professional and personal obligations at work. d) Maintain professional wellbeing through supervision, self-care and professional development. e) Contribute to WAGEC's impact by meeting role expectations, supporting team priorities and undertaking reasonable duties as requested.
Performance Measures	• Demonstrates safe, ethical and values-aligned practice. • Participates in supervision, 1:1s, team meetings and mandatory training. • Applies reflective practice, self-care and continuous improvement. • Contributes positively to team culture, collaboration and organisational objectives.

Key Selection Criteria

Experience	• Minimum three years' experience in trauma-informed facilitation, case work or community services with women impacted by incarceration, homelessness, domestic and family violence, trauma or complex life experiences. • Experience designing, adapting or delivering group program content, facilitator guides, session plans or participant resources. • Experience working in correctional, custodial, justice-adjacent or similarly complex service settings. • Experience supporting housing readiness, service navigation, practical planning tasks and warm referrals. • Experience building relationships across justice, housing, SHS, community services or government systems. • Experience identifying, responding to and escalating safety, wellbeing, housing instability, child protection or mandatory reporting risks. Desirable: • Lived experience of incarceration, homelessness or service navigation, where the applicant chooses to share this.
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	• Experience working with Aboriginal and Torres Strait Islander women, culturally and linguistically diverse communities or priority cohorts exiting custody. • Experience in Specialist Homelessness Services, housing, tenancy support, post-release support or program evaluation.
Required skills	• Highly developed group facilitation skills, including the ability to create safe, engaging and participant-centred learning environments. • Ability to work in trauma-informed, strengths-based, culturally safe and boundaried ways with women in custody and people with complex experiences. • Strong interpersonal, communication and relationship-building skills with participants, correctional staff and cross-sector partners. • Strong planning, organisation and time management skills, including the ability to manage travel, delivery, documentation and competing priorities across multiple sites. • Ability to work independently, exercise sound judgement and collaborate with a small team and external partners. • Strong written communication and technology skills, including case notes, reporting, participant documentation, Microsoft Office, Teams and client management systems. • Resilience, self-awareness and reflective practice when working with sensitive disclosures and high-exposure content. • Willingness and ability to travel extensively across NSW correctional facilities and community sites, including occasional overnight stays. • Physical capacity to transport resources and set up or pack down group activities when required.
Preferred knowledge	• Understanding of women's pathways into and out of custody, including the impacts of trauma, homelessness, poverty, family violence, racism and systemic disadvantage. • Understanding of housing, homelessness, tenancy and reintegration pathways for women exiting custody in NSW. • Working knowledge of NSW justice and correctional systems, including correctional centre environments and community corrections. • Understanding of adult learning principles and how to adapt content for diverse learning, literacy and cultural needs. • Intersectional feminist understanding of homelessness, gender-based violence, family separation, criminalisation and structural inequality. • Understanding of vicarious trauma, reflective practice, supervision and self-care in high-exposure work.

Qualifications / licences	• Relevant qualifications and/or equivalent experience in community services, social work, education, justice, psychology, housing, homelessness or a related field. • NSW Working with Children Check – essential. • Current NSW Driver Licence and access to a reliable car – essential. • National Police Check. Having a criminal record does not automatically exclude you from this role. Please discuss your situation with us confidentially. • Ability to obtain and maintain authority to enter correctional centres.
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General employment conditions

All WAGEC employees, volunteers, students and contractors are required to:

- Understand and adhere to WAGEC's vision, purpose, values and ethical stance
- Proactively and positively contribute to WAGEC's culture and impact
- Work in accordance with WAGEC policies and procedures
- Demonstrate respectful and culturally appropriate ways of working
- Comply with all Workplace Health and Safety systems and practices
- Maintain a valid NSW Working with Children Check and comply with all WAGEC child safeguarding and protection measures
- Comply with relevant NSW legislative requirements.

WAGEC is entitled to employ only female, female-identifying, and non-binary staff, due to the nature of our service, under the Anti-Discrimination Act, 1977 (NSW) Section 31.

This role may be required to lift moderately heavy items on occasion.

WAGEC is a child safe organisation and committed to the safety, wellbeing, and empowerment of all children that we engage with in our services and community. We have a whole organisation approach to upholding children's rights and striving to prevent all forms of harm, abuse and neglect for children and young people.

We also welcome applications from women who have previously accessed WAGEC's services. If this applies to you and you feel comfortable sharing it, we have confidential processes that protect your privacy and ensure your information is handled safely and respectfully throughout recruitment and employment.

I understand and agree to the responsibilities and terms of this Position Description:

Employee Name

Employee Signature	Date:
Manager Name	
Manager Signature	Date:

