

**Job Description 2: Caseworker - Rough Edges Community Centre**

Position: Part time (27 hours per week) SCHADS Level 4

Location: On-site at Rough Edges Community Centre, Ministry of the Anglican Parish of Darlinghurst

Reports to: Program Manager, Rough Edges Community Centre

Purpose of the Role:

The Caseworker provides critical support to the patrons of the Rough Edges Community Centre, working Monday to Thursday evenings from 2pm till - 9.15pm (including a 30 minute meal break). This role is responsible for providing crisis intervention and clinical support, including case management, referrals, and connecting patrons to external services for housing, mental health, and other specialist support.

Key Internal Relationships

Reporting directly to the Rough Edges Program Manager, the role also has connections with:

- SJCS CEO
- Rough Edges Night Workers (x2)
- Rough Edges Volunteers
- SJCS team

Key Responsibilities:

- Provide crisis intervention and social work support to patrons attending the Rough Edges Community Centre's dinner service.
- Assess and triage the social, emotional, spiritual, and practical needs of patrons.
- Make referrals to appropriate services, including housing, mental health support, financial assistance and other specialist services.
- Track and document case notes for patrons seeking support using ECINS
- Provide regular high-level reporting to the SJCS CEO and Board through the Program Manager.
- Utilise the ECINS Wheel Assessment tool to assess client wellbeing (where appropriate).
- Provide follow-up social work support during afternoon hours by appointment and drop in.
- Coordinate with local agencies and service providers to ensure patrons receive the necessary care and resources.
- Facilitate social activities and in-service visits by appropriate allied services in the Rough Edges Community Centre.
- Work closely with the Program Manager to ensure the integration of social work practices with the overall operations of the community centre.



- Ability to contribute to the wider work of SJCS and Rough Edges through participation in community events, fundraising activities and organisational initiatives.

Essential Qualifications and Skills:

- Tertiary qualifications in social work or closely related fields (Counselling, psychology, Community Development, etc.)
- Demonstrated experience in crisis intervention, case management, and providing social work support in a community-based context.
- Knowledge of services available for people facing homelessness, addiction, mental health issues, and other complex social factors.
- Ability to work with marginalised and vulnerable individuals in a compassionate and respectful manner.
- Strong organisational skills with the ability to manage multiple complex cases simultaneously.
- Strong communication and interpersonal skills.
- A commitment to the values and mission of St John's Community Services and the Rough Edges Community Centre.

Desirable Qualifications and Skills:

- A personal Christian faith and experience participating in or supporting a local church or Christian ministry
- Experience working with individuals affected by domestic and family violence, including the provision of trauma-informed support, risk assessment and referrals to specialist services

About Rough Edges and St John's Community Services

Open four nights each week, for over 30 years Rough Edges has provided a warm meal, a safe place to connect, and access to practical and professional support to all who require it.

SJCS is a Christian not-for-profit organisation established in partnership with St John's Anglican Church, Darlinghurst. Alongside **Rough Edges**, SJCS operates the **Banksia Women** program, providing long-term, trauma-informed support for women who have experienced domestic and family violence, and **Urban Insight**, an education program that challenges perceptions of homelessness by connecting students and community groups with people who have lived experience. Together, our programs seek to build connection, restore dignity and create lasting change for those experiencing vulnerability in our community. Guided by our Christian faith, SJCS exists to translate the love of Jesus into tangible help for those in need, without distinction.