



JOB TITLE	Support Worker – Katungul Women’s Healing Centre (KWHC) (Women’s and Children’s Crisis Accommodation)
DATE	August 2026
REPORTS TO	KWHC Team Leader / Community Programs Manager

JOB DESCRIPTION

Purpose of role

The Support Worker provides practical, emotional and culturally safe support to women and their children accessing crisis accommodation services. Working alongside the Case Manager, the Support Worker assists clients to achieve their individual case management goals and supports participation in activities that promote healing, wellbeing, independence and positive life outcomes.

The role works alongside women and children to strengthen safety, stability, healing and wellbeing while supporting each woman’s right to exercise **choice, control and self-determination** in decisions affecting her life.

Case management will be strengths-based and focused on building individual and family capacity, recognising the existing knowledge, strengths, cultural connections and aspirations of each client. Rather than determining outcomes for clients, the Case Manager supports women to identify what meaningful change looks like for them and to develop practical pathways towards goals **designed by them, for them**.

Recognising children as clients in their own right, the Case Manager works with women and children to develop and implement individualised case plans that respond to their unique needs, strengths, culture, circumstances and goals.

The Support Worker role includes a specialist focus on supporting children and young people who have experienced trauma, family violence, homelessness, disruption, or other adverse life circumstances. The Support Worker promotes child and youth wellbeing through the delivery of age-appropriate, culturally responsive and trauma-informed activities, supports positive family relationships, and assists children and young people to remain engaged with education, health, cultural and community connections.

The role is also responsible for assisting with the planning, delivery and facilitation of onsite programs and activities that foster safety, resilience, wellbeing and positive outcomes for women, children and families

Main duties and responsibilities

- Provide day-to-day support to women, children and young people residing within the crisis accommodation service.

- Support the Case Managers in assisting clients to work towards case management goals and support plans, ensuring client voice informs the goals within case planning documentation.
- Encourage and support client participation in education, employment, health, cultural and community activities.
- Assist clients to access appointments, services and community resources.
- Provide emotional support and encouragement in a respectful and non-judgmental manner.
- Work collaboratively with the KWHC management team to implement client support plans using open, direct, transparent communication and collaboration.
- Monitor client wellbeing and provide feedback regarding progress, concerns and achievements.
- Maintain accurate case notes, in consultation with KWHC manager, case managers and team.
- Develop positive and therapeutic relationships with children and young people using trauma-informed and strengths-based approaches.
- Provide individual and group support activities that promote emotional wellbeing, resilience, cultural connection and support a strong cultural identity.
- Plan and facilitate structured child and youth engagement programs, including recreational, educational, cultural and life-skills activities.
- Assist the Case Managers in supporting children and young people to maintain connections with education, health services, family, culture and community.
- Assist mothers and caregivers to strengthen parenting capacity and support positive family relationships.
- Identify and respond to concerns regarding child safety, wellbeing and development in accordance with child protection legislation, mandatory reporting requirements and organisational policies.
- Advocate for the needs, rights and participation of children and young people in decisions affecting their wellbeing.
- Assist the Case Managers in working collaboratively with schools, early childhood services, youth agencies and community organisations to support positive outcomes for children and young people.

Program Delivery and Service Operations

- Assist in planning and facilitating onsite programs and activities and resourcing and purchasing equipment.
- Support delivery of health, wellbeing, cultural, educational and recreational for clients with both internal, external and community partners.
- Encourage client participation and engagement in group programs and workshops.
- Contribute to the day-to-day operation of the crisis accommodation service and maintain a safe, welcoming and inclusive environment, ensuring the centre is well maintained, organised and equipped to support effective service delivery and community engagement.
- Participate in team meetings, case reviews, reflective practice and professional development activities.
- Contribute specialist knowledge regarding child and youth wellbeing to multidisciplinary discussions and service planning.

The above list is not exhaustive, and the role may change to meet the overall objectives of the company.

Other duties

Fulfil other duties as required by management and other department personnel as requested/required.

PERSON SPECIFICATION

Qualifications	• Certificate III or IV in Community Services, Mental Health, Aboriginal Health or related field or willingness to obtain. Consideration will be given for lived experience or informal community-based experience supporting vulnerable people experiencing and escaping family violence.
Experience	• Experience supporting vulnerable individuals including children.
Knowledge	• Understanding trauma-informed and strengths-based practice. • Understanding of child and adolescent development and the impact of trauma on children and young people. • Knowledge of child protection principles, mandatory reporting obligations and child-safe practices.
Skills & competencies	• Cultural capability: The ability to plan, support, deliver and improve services in a culturally respectful and appropriate manner. • Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face to face. • Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience. • Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally. • Commerciality: ability to apply knowledge in a practical, commercial manner. • Teamwork: willingness to assist and support others as required and get on with team members. • Time management/organisation: accomplish objectives effectively within time frame given and carry out administrative duties within portfolio in an efficient and timely manner.
Personal attributes	• Professional approach. • Ability to work calmly under pressure. • Organisational and time management skills. • Excellent attention to detail. • Confident manner. • Positive approach to change.
Other	• Current Driver Licence. • Current NSW Working with Children Check. • Nationally Coordinated Criminal History Check (Police Check). • First Aid & CPR certificate.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

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Employee

.....
Date

SIGNED BY MANAGEMENT

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Manager

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Date