



Hybrid Caseworker & Housing Project Officer

House of Welcome

Full-Time Role

Position Description

House of Welcome

A project of St Francis Social Services

August 2026

Position Title:	Hybrid Caseworker & Housing Project Officer One Year Contract (Likely To Be Renewed)
Employer:	St Francis Social Services
Responsible to:	Client Services Manager & Housing Client Services Manager
Salary:	SCHADS Award Level 4.1

THE HOUSE OF WELCOME

The House of Welcome (HoW) provides support for people seeking asylum and refugees living in the Australian community. The House of Welcome welcomes, shelters and empowers people seeking asylum, regardless of their age, gender, sexuality, nationality, or religion. We provide client-centred holistic supports that nurture hope, advocate for justice and promote self-reliance, while acknowledging the dignity and rights of each person.

The House of Welcome is a service of St Francis Social Services. Our vision is for a society which recognises the dignity, equality, human rights, and humanity of all people. We recognise that people seeking asylum are in special need of support, having been displaced from their homes through war, conflict, persecution, suffering prior to arrival in Australia and having experienced unjust treatment here.

Clients come to the HoW via word of mouth, referral from another organisation or via other clients. HoW currently provides short-medium term accommodation and housing for approximately 95 refugees and people seeking asylum in 17 properties. In addition to housing, staff and volunteers offer a variety of support services such as casework, financial assistance, referrals, advocacy, and employment programs.

HoW plays a significant role in providing client-based advocacy and support, working with partners and stakeholders.



The House of Welcome aims to:

- provide a place of welcome, respect and empowerment for people seeking asylum.
- assist people seeking asylum in their transition to life in Australia and to develop their capacity to engage confidently in various aspects of life in Australia.
- promote the rights of people seeking asylum and accompany them as they seek to have their status recognised.
- enable them to become full and independent members of the Australian community.

About St Francis Social Services

What We Do:

Over forty-eight years of service, St Francis Social Services (SFSS) has learned that fundamental personal and societal change comes when those who experience significant challenges in achieving their social and economic goals are supported by skilled and committed collaborators.

SFSS has extensive experience working closely with and supporting children, young people, families, people seeking asylum and refugees who face obstacles to achieving their social and economic goals.

We use our skill and expertise to advocate for the systemic changes that will enable our clients to achieve their goals and thrive into the future. We provide the supports that enable those we work with to build the confidence and the skills they need to become active and contributing members of the community, and to achieve the dignity and the respect that is the right of every person.

Our Vision

A society which recognises the dignity, equality, human rights and humanity of all people, guided by our values of welcome, respect and empower.

Our Values

Welcome

With warmth, kindness and generosity, we welcome, respect, and empower all those we work with, regardless of age, ability, sex, gender, sexual orientation, faith, race, or social circumstances.

Empower

We provide supports that create opportunities for people to determine and achieve their goals and have their voices heard and acted upon.

Respect

We honour the uniqueness and dignity of each person, upholding their right to be treated equally and valued for their difference.



Strategic Priorities

We will achieve our purpose by focusing on three strategic priorities over the next 3 years.

1) Strengthen Our Impact

Enhance our unique service models and strengthen the quality of our programs through evaluation, partnerships and ongoing quality improvement.

We will refine, improve and adapt our services to ensure we have the greatest impact on outcomes with our clients. We will embed a lived experience Framework to guide program and service development.

2) Secure Our Future

Evolve our services and programs to meet changing and emerging needs.

We will elevate the voices of clients in our strategy to ensure, through careful listening, we identify, understand and quantify changing and emerging needs. We will ensure we do this with sufficient time to seek out the necessary funding and partnerships to build the programs and services our clients will need.

We will pursue a sustainable funding strategy to increase financial stability & capacity to be able to expand our reach.

3) Expand Our Reach

Support more clients to access social inclusion through expansion of partnerships, increased visibility of our programs and sustainable organisational growth.

We will expand our reach sustainably by strengthening our organisational capability to maintain our organisational health and wellbeing as we grow. We will expand our reach in the communities we serve through identifying and developing new partnerships, developing campaigns that raise awareness of our programs and their outcomes and progressively build our advocacy capacity and capability.

Position Overview

This unique hybrid role combines direct client casework (3 days per week) with housing program coordination and property administration (2 days per week).

Please note: day allocations are subject to change depending on program needs.

The position supports people seeking asylum and refugees to achieve safety, stability and independence through holistic case management and access to secure housing. Working across both functions, the successful candidate will provide client-centred support, advocate for positive outcomes, and contribute to the effective delivery of House of Welcome's transitional housing program.

The role requires strong organisational skills, sound judgement, attention to detail, and a commitment to social justice and the rights of people seeking asylum and refugees.

Caseworker Responsibilities (3 Days Per Week)

The Caseworker provides holistic, client-centred support to people seeking asylum and refugees experiencing a range of complex challenges. The role involves assessment, case management, advocacy, referrals, crisis response, and ongoing support planning.

Key Responsibilities

- Conduct comprehensive intake and needs assessments, identifying client strengths, needs and risks.
- Manage a small caseload and provide ongoing case management support.
- Develop, implement and review individual case plans in collaboration with clients.
- Coordinate referrals to internal programs and external support services.
- Provide advocacy to assist clients in accessing housing, health, welfare, legal, education and community services.
- Respond to client crises and provide appropriate intervention and support.
- Participate in case discussions and contribute to strategies for managing complex presentations.
- Maintain accurate, timely and confidential case notes and records.
- Collect and record client outcomes and evaluation data.
- Undertake home visits and outreach support as required.
- Support volunteers and student placements through guidance and mentoring.
- Represent House of Welcome through community engagement, advocacy activities and sector networks.
- Participate actively in team meetings, supervision, training, planning days and organisational events.

Location Requirement: The Caseworker may be required to work from the Surry Hills office approximately one day per month to support clients residing in House of Welcome accommodation.

Housing Project Officer Responsibilities (2 Days Per Week)

The Housing Project Officer supports the administration and operation of House of Welcome's transitional housing portfolio, consisting of approximately 17 properties across Sydney accommodating refugees and people seeking asylum.

The role works closely with the Housing Client Services Manager to ensure properties are well maintained, tenancy records are accurate, and clients are supported throughout their housing journey.

Key Responsibilities

Housing and Property Coordination

- Assist with the day-to-day administration of the transitional housing portfolio.
- Conduct routine property inspections and complete entry and exit condition reports.
- Ensure properties meet safety, maintenance and presentation standards.
- Maintain tenancy agreements, occupancy records and related documentation.

Tenancy Administration

- Monitor and record rent contributions and maintain accurate rental ledgers.
- Follow up rental arrears and address tenancy-related enquiries.
- Maintain housing databases and tenancy management records.

Data Management and Reporting

- Maintain accurate housing records, spreadsheets and databases.
- Collect and update tenancy, occupancy and property maintenance data.
- Assist with reporting, compliance requirements, program evaluation and funding submissions.

Property Maintenance

- Coordinate repairs and maintenance requests with contractors, tradespeople and volunteers.
- Monitor property conditions and ensure maintenance issues are addressed promptly.

Housing Set-Up and Logistics

- Assist with furnishing, setting up and preparing properties for new tenants.
- Coordinate furniture deliveries, removals and property clearances as required.

- Work with volunteers, donors and service providers to support housing operations.

Client Housing Transitions

- Support clients transitioning into and out of House of Welcome accommodation.
- Liaise with caseworkers and external services to facilitate successful housing outcomes.
- Assist with exit processes, documentation and property handovers.

Collaborative Service Delivery

- Work closely with caseworkers and other House of Welcome programs to provide integrated support to clients.
- Participate in multidisciplinary meetings and housing planning discussions.

This Position Description is not exhaustive and may change from time to time.

Staff Responsibilities

- Maintain best practice in accordance with SFSS policies and procedures
- Protect the confidentiality and privacy of clients and clients' records.

Team Based Responsibilities

- Foster and promote staff wellbeing and a team environment consistent with the ethos of St Francis Social Services
- Maintain appropriate operational transparency and communication avenues with staff in order to enhance service delivery
- Create, maintain and develop relationships within the sector and with partners
- Adhere to all policies and procedures of St Francis Social Services
- Source and collate feedback from staff clients and volunteers for planning and development of services.

Service Delivery Responsibilities

- Maintain and promote the SFSS Duty of Care
- Be compliant with WH&S legislation
- Maintain ongoing relationships with external stakeholders
- Liaise and advocate with other agencies and peak bodies relating to people seeking asylum.

Accountability

- Act in a professional manner consistent with Franciscan values and Catholic Social teachings
- Prepare reports, statistics, and other relevant information as required for annual reports, grants, and communications
- Participate in relevant professional development relating to casework
- Inform your Manager of any concerns, issues or difficulties as they arise with regard to staff and clients of the House of Welcome.

Policy and Procedure Responsibilities

- Maintain a consistent understanding of any legislative changes in the sector.

Administrative and Financial Responsibility

- Contribute to raising the profile of House of Welcome
- Maintain security of all records kept at the House of Welcome
- Ensure all the equipment, property and motor vehicles are properly maintained and secured.

Position Criteria

Essential Criteria

- Relevant tertiary qualifications and/or demonstrated experience in Social Work, Community Services, Human Services, Housing, Community Development, or a related field.
- Demonstrated experience providing casework, case management, or client support services to individuals and families experiencing complex challenges, including trauma, displacement, grief, loss, or social disadvantage.
- Strong interpersonal, communication and relationship-building skills, with the ability to engage effectively with diverse clients and stakeholders, advocate for client needs, and navigate complex service systems to achieve positive outcomes.
- Demonstrated understanding of tenancy management, housing programs, community housing, property administration, or related service environments.
- Proven ability to manage competing priorities in a fast-paced environment, maintain accurate records, prepare reports, use databases, and undertake administrative duties to a high standard.
- Proficiency in Microsoft Office applications and client management systems.
- Ability and willingness to undertake home visits, outreach work, property inspections, and other housing-related activities as required.
- Demonstrated commitment to social justice, human rights, and the empowerment of people seeking asylum and refugees.
- Commitment to the mission, values and ethos of St Francis Social Services, including the ability to work within an organisation guided by Catholic Social Teaching.

Desirable Criteria

- Knowledge of the Australian asylum seeker, refugee and settlement service systems.
- Experience in housing, homelessness, tenancy support, transitional or community housing programs.
- Understanding of the NSW Residential Tenancies Act and tenant rights and responsibilities.
- Experience coordinating property maintenance, contractors, volunteers, or housing logistics.
- Ability to speak a community language relevant to House of Welcome's client cohort.
- Experience with program data collection, outcomes measurement, and reporting.
- Current First Aid and/or Mental Health First Aid qualifications.

Other Requirements

- Driver's licence
- Occasional out of hours work will be required, with time in lieu arrangements in place
- Proof of Working with Children Check and other security checks will be required.

Why Work With Us?

- 4 weeks annual leave per year (pro rata). \$1000 professional development allowance and 1 week of professional development leave each year.
- Work within a passionate, dynamic and engaged team in an organisation that has enabled clients to reach their goals and potential for twenty-five years.
- Extend your capacity to contribute to growing social justice and a more compassionate, welcoming, respectful and empowering community.
- Enjoy flexible working arrangements.
- Benefit from generous salary packaging options, additional wellbeing days and access to the Employee Assistance Program.

SFSS respects, values and encourages diversity. We believe that diversity in our people enriches our organisation and the impact that we generate. Aboriginal and Torres Strait Islander people and individuals with lived expertise of forced displacement are strongly encouraged to apply.