

THE GENDER CENTRE INC.

Position Description

Position Title	Caseworker – Housing & Homelessness (SHS)
Program	Specialist Homelessness Service (SHS)
Reports To	Senior Housing & Programs Manager or delegated manager
Employment Type	Part-time – 21 hours per week
Contract Term	Ongoing
Funding Status	Funded by the NSW Department of Communities and Justice (DCJ) through the Specialist Homelessness Services (SHS) Program.
Location	Marrickville, with outreach and travel across NSW as required
Classification	SCHADS Award – Social and Community Services Employee Level 2, Pay Point 1
Hourly Rate	Current Award rate applicable to SCHADS Level 2, Pay Point 1, plus superannuation.

About The Gender Centre

The Gender Centre is a leading specialist organisation supporting transgender and gender diverse people across New South Wales.

The organisation delivers housing and homelessness services, counselling, health and wellbeing programs, peer support, outreach, education and advocacy and is recognised as an ASES Centre of Excellence.

Position Purpose

The Caseworker provides practical, person-centered and trauma-informed support to transgender and gender diverse people who are homeless or at risk of homelessness.

Working as part of The Gender Centre's Specialist Homelessness Service, the Caseworker assists clients with identified housing and support needs, including accessing accommodation, maintaining tenancies, completing applications, accessing services and implementing agreed support plans.

The position works **within established organisational and SHS policies, procedures, guidelines and practice frameworks** and under the direction and supervision of senior staff.

The Caseworker exercises discretion within the established requirements of the position but **does not have responsibility for making higher-level clinical, specialist or complex case-management decisions**. Complex, unusual or high-risk matters are referred to the Senior Housing & Programs Manager or other designated senior staff.

Statement of Duties

The Caseworker will:

- Undertake allocated client intake and initial information-gathering activities in accordance with established SHS and organisational procedures.
- Assist with client assessments using established organisational assessment tools and procedures.
- Assist clients to develop and implement agreed individual support and case plans.
- Monitor client progress against agreed case plans and report significant changes or concerns to the relevant manager.
- Provide practical support to transgender and gender diverse people experiencing or at risk of homelessness.
- Assist clients to access crisis, transitional, social, community and private rental housing options.
- Provide practical assistance with housing applications, forms, documentation and service access.
- Support clients residing in The Gender Centre's crisis and transitional accommodation in accordance with established procedures.
- Assist clients with practical strategies to establish and sustain tenancies.
- Provide information about available housing, health, welfare and community services.
- Make routine referrals to internal and external services in accordance with identified client needs and established referral procedures.
- Liaise with housing providers, government agencies and community services on routine client matters.
- Provide practical advocacy and support within the defined scope of the Caseworker position.
- Identify potential client safety, wellbeing or safeguarding concerns and **promptly refer or escalate these matters to senior staff** in accordance with organisational procedures.
- Follow established risk assessments, safety plans and directions determined in consultation with senior staff.

- Undertake outreach and home visits as allocated and in accordance with organisational safety procedures.
 - Maintain accurate and timely case notes, client records and required service documentation.
 - Enter client and service data in accordance with SHS, DCJ and organisational requirements.
 - Maintain confidentiality, privacy and appropriate professional boundaries.
 - Work collaboratively with other members of The Gender Centre team.
 - Participate in regular supervision, case reviews, team meetings and training.
 - Follow lawful and reasonable directions provided by the Senior Housing & Programs Manager or delegated manager.
 - Undertake other reasonable duties **within the scope of the SCHADS Level 2 classification.**
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Level of Responsibility and Supervision

The position:

- works within established policies, procedures, guidelines and work practices;
 - performs allocated client support and casework duties;
 - exercises a limited level of discretion within established procedures;
 - receives regular supervision and direction from senior staff;
 - refers matters outside established procedures to the relevant manager;
 - escalates complex, unusual, critical or high-risk client matters;
 - does not independently determine organisational policy or service practice;
 - does not have staff supervisory or management responsibilities; and
 - does not hold responsibility for specialist clinical assessment or higher-level professional decision-making.
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Essential Selection Criteria

Applicants must demonstrate:

- Relevant experience in community services, housing, homelessness or a related area, and/or a relevant qualification appropriate to the position.
- Experience of providing practical support to people experiencing homelessness, housing instability, disadvantage or other support needs.
- An understanding of housing, homelessness and community support services.
- Ability to work with clients to identify needs and implement agreed support or case plans within established organisational procedures.

- Ability to recognise client safety, wellbeing and risk concerns and appropriately refer or escalate those concerns to senior staff.
 - Commitment to respectful, inclusive, person-centered and trauma-informed practice with transgender and gender diverse people.
 - Effective interpersonal, verbal and written communication skills.
 - Ability to maintain accurate client records, case notes and service documentation.
 - Ability to organise allocated work and undertake routine duties with appropriate direction and supervision.
 - Ability to work constructively as part of a team and seek guidance where matters fall outside established procedures or the scope of the position.
 - Ability to maintain professional boundaries, privacy and confidentiality.
 - Current NSW Driver Licence.
 - Current National Police Check and Working with Children Check where required for the position.
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Desirable Criteria

- Previous experience in a Specialist Homelessness Service, housing service or community service.
 - Familiarity with NSW housing and homelessness services.
 - Experience supporting people experiencing housing instability or other forms of disadvantage.
 - Knowledge and understanding of issues affecting transgender and gender diverse people.
 - Experience using client management or service-data system.
 - Experience working with government and community service providers.
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