



POSITION DESCRIPTION

POSITION DETAILS

Title	Senior Worker Housing & Family Safety NSW
Position Number	PD018
FTE & Duration	Full Time Ongoing
Classification	Level 4
Qualification	Relevant tertiary qualifications in Social Work, Community Services, Social Science, or other relevant tertiary studies
Reports to	Manager Homelessness Support
Direct Reports	Housing Access Support Workers, Family Safety Workers & Aboriginal trainee position
Location	Dareton
Approved By	CEO

ORGANISATIONAL CONTEXT

MASP is a not-for-profit community-based organisation with a long history of service provision to disadvantaged and vulnerable members of our community.

MASP delivers a range of services to children, youth, families, and people with a disability. We focus on outcomes for our clients and seek therapeutic models of care and a trauma-informed approach. MASP is inclusive of all genders, sexualities, ethnicities, abilities, backgrounds and religions.

We seek to be the benchmark organisation by which others model themselves.

Further details about MASP can be found on MASP's website www.masp.org.au

ABOUT US

Purpose: To empower our community to live with equity, opportunity and dignity.

Vision: Thriving Mallee communities, with individuals and families equipped to lead safe, secure, healthy, and fulfilling lives.

OUR VALUES

CONNECTED: We nurture trusting, collaborative, and inclusive relationships.

ACCOUNTABLE: We employ authentic, competent, evidence-based practice.

RESPONSIVE: We demonstrate kind, flexible, timely, and personalised care.

EMPOWERING: We cultivate a strengths-based and enabling environment.

SAFE: We embrace a culturally safe, trauma informed, and dependable ethos.

POSITION OVERVIEW

The Senior Worker Housing & Family Safety NSW is a key position within the Homeless Support and Family Safety program, providing leadership and supervision to Housing Access and Family Safety workers. As a Senior Worker position, there is an expectation that in addition to leadership responsibilities, the position will also hold a case load of complex or high-risk clients. The position will also work with the sector, building partnerships and collaboration to build greater outcomes for the most vulnerable people within our community.

This role can involve emotionally demanding situations and exposure to psychological hazards, including client distress, trauma disclosures, and urgent responses. MASP prioritises staff wellbeing by providing supervision, debriefing, reflective practice, safety measures, and access to wellbeing resources. We encourage open communication—raise any concerns with your supervisor, management, or the OHS Committee as soon as possible.

KEY RESULT AREAS

The Senior Worker Housing & Family Safety NSW is responsible for the following Key Result Areas:

SAFETY – Proactively demonstrate a commitment to WHS, putting the safety of your team, co-workers, visitors, clients, and yourself first every time.

PEOPLE – As a leader and mentor, contribute to the success of MASP through facilitating collaboration, high performance and working with respect.

FINANCIAL – Assist in ensuring Housing Access support services and Family Safety supports are delivered in a cost-effective manner and that program budgets are adhered to.

OPERATIONAL – Oversee the delivery of outstanding and industry leading services to all MASP Housing & Family Safety clients in NSW

STRATEGIC – Commit and contribute to achieving the MASP business strategy within the Housing & Family Safety program.

CONTINUOUS IMPROVEMENT – Foster, implement and demonstrate a commitment to continuous improvement within the Housing & Family Safety team.

KEY PERFORMANCE INDICATORS

Some of the Key Performance indicators for success in this role are:

1. Strong understanding of relevant government department guidelines, and eligibility requirements of programs relevant to target group.
2. Provide high quality leadership to all staff within the Housing & Family Safety team. This includes day-to-day capacity building and skill development, case direction and advice, and regular formal supervision.
3. Advocate on behalf of and in the interest of homeless and disadvantaged people, promote the development of adequate permanent housing for homeless and disadvantaged people, and share information and promote the community awareness of issues of homelessness throughout the Far West Region as appropriate.
4. Ensure compliance with funding bodies and other statutory requirements through a process of regular internal auditing and remain informed of changing requirements.

5. Provide a trauma-informed, responsive, integrated and comprehensive case management service to clients aligned with MASP's Model of Care, the Housing First principles, and the NSW *Good Practice Guidelines*. Within this, workers are required to carry out a comprehensive and holistic assessment of client need and, in collaboration with clients, develop case plans with clear, agreed goals.
6. Link clients to identified support services required to achieve agreed outcomes, including health services, education and training opportunities, counselling services,
7. Ensure that comprehensive family and domestic violence risk assessments are completed for all clients, and that appropriate supports and services are put in place to increase the safety and wellbeing of adult and child victim survivors.
8. Assist clients to access emergency/interim housing options, including transitional housing and crisis accommodation, as well as caravan parks and motel accommodation.
9. Assist clients to secure long-term, safe and affordable housing through application to community, public and private housing, and assist with the transition into this accommodation (e.g. connection of utilities, sourcing material aid via charitable agencies, etc.)
10. Ensure that clients are treated in accordance with social justice principles, and that decisions and actions by workers are at all times ethical and in the best interests of people using the service.
11. Ensure that accurate client records are maintained and meet all funding obligations including statistical reporting.
12. Develop and maintain collaborative, effective and integrated working relationships with other service providers and provide advocacy where required.

Other duties: The list above is not exhaustive. Occasionally you may be required to undertake tasks outside of these regular duties to support colleagues and share team responsibilities for all aspects of service delivery.

KEY SELECTION CRITERIA

Essential role-specific skills, knowledge, and experience

1. Relevant tertiary qualifications or relevant work experience, or a combination of both.
2. Ability to deliver effective client-centred case management practices.
3. Demonstrated experience engaging with clients from diverse backgrounds and with complex needs in relation to providing housing access and Family Safety
4. Strong leadership and people management skills.
5. Knowledge of the local service sector and working in partnership.
6. Effective organisational and time management skills with strong attention to detail.
7. Interpersonal skills – demonstrates appropriate interpersonal skills, active listening, empathy, social awareness, and emotional intelligence in verbal communications.

Highly desirable role-specific skills, knowledge, and experience

8. A working knowledge of current policy relating to the homelessness and family violence sector.

CHILD SAFE STANDARDS

MASP is committed to providing a child safe environment. We demonstrate this by:

- Having zero tolerance for child abuse
- Actively working to listen to empower children
- Having systems in place to protect children from abuse
- Taking all child abuse allegations and concerns very seriously and responding to them consistently in line with our policies and procedures
- Promoting safety for Aboriginal children, children from culturally and/or linguistically diverse backgrounds, and providing a safe environment for children with a disability.

OTHER REQUIREMENTS

All employment is in accordance with Mallee Accommodation & Support Program Ltd's most current Enterprise Agreement and the Social, Community, Home Care and Disability Services Industry Award 2010.

Employees must comply with MASP Policies and Procedures.

Employment with MASP is contingent upon all employees holding the following at the time of commencement:

- Satisfactory Police Check
- Satisfactory Working with Children Check
- Satisfactory NDIS Worker Screening Clearance
- Driver Licence

It is the responsibility of the employee to maintain these checks for the duration of their employment and to the satisfaction of MASP.

Depending upon the role, employment with MASP may also be contingent upon the employee holding the following at the time of commencement:

- Satisfactory completion of a Fit for Work Assessment

New employees are subject to a satisfactory six-month probationary period.

As a condition of appointment to this position, the appointee must disclose any pre-existing illnesses or injuries which may prevent them from carrying out the duties of their position.