



Position Description		
<b>Job Details</b>		
<b>Position Title: SHS Worker – Casual Sleepover</b>		<b>Year: 2021</b>
<b>Department: Programs &amp; Services – Homelessness &amp; Relationship Services</b>		
<b>Reports directly to:</b> Manager Homelessness and Relationship Services		<b>Direct Reports:</b> N/A
Background Information		
<b>Qualifications</b>	<i>Undergraduate</i>	Tertiary degree in social or health services including nursing, social work, psychology, community services, youth work, or other related disciplines
	<i>Postgraduate</i>	
	<i>Other</i>	
CatholicCare Western Sydney & The Blue Mountains Overview		
<p>CatholicCare Western Sydney and the Blue Mountains (CC) is a not-for-profit that aims to serve the community in the Catholic Diocese of Parramatta by overseeing the provision of high-quality social services operating according to the principles of Catholic Social Teaching. CC respects the dignity, worth, diversity, cultures and beliefs of all people and is renowned for its hands-on and practical approach to the service and pastoral care of people in this area.</p> <p>At CC, what inspires us most is hearing what really matters to our clients so we can support them to live with joy and purpose. CC provides various services for a range of clients from birth to the aged across the following programs providing them with resources, education and tools to overcome their challenges.</p> <ul style="list-style-type: none"> <li>• Child Education Services</li> <li>• Families, Counselling and Wellbeing</li> <li>• Disability and Aged</li> <li>• Homelessness</li> <li>• Community &amp; Engagement</li> </ul> <p>As a not for profit, CC relies significantly on funding and community support to be able to continue to make a difference in the lives of people who need us.</p>		

## Working for CatholicCare Western Sydney & The Blue Mountains

Our highly trained staff support people at all stages of life to manage difficulties and rediscover strengths. We are a unifier, bringing together individuals and families with their community. This is what inspired us every day so all those in our community may live with joy and purpose.

With more than 200 employees and volunteers, CC employs a diverse range of staff across its many programs including counsellors, support workers and educators.

CC is an Equal Opportunity Employer. Compliance with child protection legislation is essential to all child-facing positions. CC is committed to safeguarding all children, young people and vulnerable adults and that all children, young people and vulnerable adults have an equal right to protection from abuse.

At CC we are committed to employing the very best people in the industry who have a genuine passion for working in the not for profit sector and have the right level of experience and knowledge.

## CatholicCare Western Sydney & The Blue Mountains Values

At CC, our values underpin everything we do and how we do it.

- **WE EMBRACE EVERY JOURNEY** with gratitude and love
  - **WE ARE AVAILABLE** with an open mind and heart
  - **WE BUILD TRUST** with integrity and respect
  - **WE ADVOCATE** with patience and passion
  - **WE PERSEVERE** with resilience and belief

## Role Purpose

The SHS (Specialist Homelessness Service) Worker - Casual Sleepover worker under the direction of the Manager, is responsible for the provision of empowering services to pregnant young women and young mothers, 16 – 25 years, and their babies/children who are homeless or at risk of homelessness in the Blacktown/Hills LGAs. These services include semi-independent transitional housing and support and living and parenting skills support services. The program is funded through SHS and the Catholic Diocese of Parramatta.

## Responsibilities and Key Performance Indicators

- Provide trauma informed empowering support to pregnant girls and young mothers and their children in our semi supported transitional housing.
- Support to maintain their tenancies and provide safe housing for themselves and their children.
- Support in parenting and living skills to pregnant girls and young mothers to develop protective behaviour skills and develop positive parent-child relationships.
- Promote skills around negotiation and compromise to deal with conflict in a positive non-violent manner.
- Exercise specialised judgment within the area of child welfare and child protection, making sound and thorough assessments regarding the health, welfare and wellbeing of babies/children and young women.

- Ability to communicate effectively and an understanding of the needs of Aboriginal and Torres Strait Islander people and the needs of culturally and linguistically diverse and emerging communities.
- Provide practical support and where possible provide innovative interventions to enhance case management goals.
- Conformance with the combined Quality & Safety Management System (QSMS) and identify, action, document and report on environmental and safety incidents.
- Contribute positively to team, clients and office environment to provide effective and consistent work practices.
- Ensure timely and accurate completion of client notes and record them professionally, and accurately.
- Comply with relevant legislation; Catholic Care policies, procedures and guidelines; follow service objectives and goals.
- Be available for casual relief work including sleepovers and weekend work.
- Be available for other duties as reasonably requested by the manager, Houses to Homes.
- Support provided enables clients to build on their strengths in the areas of: parenting; relationships; financial management; household organisation; livings skills; healthcare; crisis management; effectively resources for future needs as identified with the client
- Promote protective behaviours skills of clients and ensure positive parent child relationships are developed. High level of Protective Behaviours skills are developed preventing escalation into the Child Protection system.
- Promote & enhance independent living skills. Living skills are of a standard that enables independent living.
- Support and skills development needs are identified, addressed and reviewed in the most effective manner. Provides safe/friendly social environment where clients can experience mutual and staff support.
- Ensure that a comprehensive handover is given to the incoming/day worker(s).
- Actively support the client's integration into schools, employment or appropriate day programs or therapeutic programs that will meet their individual needs.
- Follow all case plans that has been developed for the client.
- Maintain a high standard of supportive and therapeutic care to meet the physical, emotional and social needs of clients.
- Assist with the management and distribution of material aid items and donations.
- Embed evidence-based therapeutic modalities in service delivery and ensure all practice is meeting current best-practice standards as delineated by state and federal legislation, relevant peak bodies, and other relevant stakeholders and auditors.
- Maintains client information and files to the strictest standards set forth by state and federal mandates to protect client privacy.
- Promote a positive relationship between all staff involved in service provision.
- Work in partnership and consultation with Management for continuous quality improvement opportunities.
- Work collaboratively with other team members and teams on CC activities.

## Knowledge, skills, experience & compliance – Required to perform this role

- Extensive skill and experience in trauma informed support for a variety of clients with knowledge of the differing levels of support needs for pregnant young girls and young mothers with babies/children to achieve positive parenting and sustainable housing outcomes.
- Demonstrated knowledge of strength based support and commitment to best practice.
- Demonstrated understanding of child protection issues.
- Competent case-note writing experience.
- Competent computer skills and ability to effectively use a computer-based case management database system.
- Willingness to work within the ethos of CCSS and act at all times in accordance with the CCSS Code of Conduct.
- Documented current NSW Working With Children Check and National Criminal History Check clearances.
- Own motor vehicle with comprehensive insurance and current full driver's license.
- Current First Aid Qualifications (desirable).
- Excellent and demonstrated customer service knowledge and skills
- Proficient in relevant computer applications, and data entry. As well as an ability to learn and adapt to new computer systems.
- Strong phone, verbal and face to face communication skills along with active listening.
- Ability to engage and adapt to different personality types in different external environments.
- Ability to problem solve and come up with solutions that benefit all stakeholders.

## Personal Attributes

- Good team member with excellent communication skills
- Outcomes focused
- Proactive and persistent
- Collaborative and consultative
- Values driven with strong personal and organisational values alignment
- Positive attitude and commitment to tackling challenges

Staff member's name (print):		Date:
Staff member's signature:		

Manager's name (print):		Date:
Manager's signature:		