



Position Description

Job Details:

Position Title: SHS Transition Casework and Support Worker

Year: 2022

Department: Homelessness and Relationship Services

Reports directly to:
Manager Houses to Home

Direct Reports:

- Nil

Background Information

Qualifications	<i>Undergraduate</i>	
	<i>Postgraduate</i>	
	<i>Other</i>	

CatholicCare Western Sydney & The Blue Mountains Overview

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.

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.

- Child Education Services
- Families, Counselling and Wellbeing
- Disability and Aged
- Homelessness
- Community & Engagement

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.

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 Services) Transition Casework and Support Worker, under the direction of the Manager, is responsible for the provision of empowering services to pregnant and parenting young women, 16 - 25 years, and their babies/children who are homeless or at risk of homelessness. These services include transitional housing and support to access longer term housing options, case management and support, home visits, parenting/living skills/tenancy support in the Blacktown/Hills and adjoining LGAs. This position is funded through SHS and the Catholic Diocese of Parramatta.

Responsibilities and Key Performance Indicators

- Trauma-informed case management support to pregnant and parenting young women who are at risk of homelessness to maintain their tenancies and also case management support to young mothers who are homeless to obtain sustainable housing.
- Provide case management and support to pregnant and parenting young women in the community; in our semi supported transitional housing and to pregnant and parenting young women rapidly re-housed in private rental in the Blacktown and Hills LGAs.

- Provide information, advice, referral and advocacy for pregnant and parenting young women seeking assistance and provide appropriate warm referral and advocacy to a range of other agencies.
- Support pregnant and parenting young women to access programs to develop independent parenting skills to ensure the wellbeing of babies and living skills to sustain housing. Convene and chair share-house meetings.
- Support the maintenance and development of positive family and support networks for young women and their children to sustain housing.
- Develop and maintain positive and effective relationships with all current and potential program stakeholders including "first to know services", hospitals, other SHS providers, referral agencies and government departments.
- 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.
- 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.
- Demonstrate practice wisdom with quality case work, practical support and brokerage and where possible provide innovative interventions to enhance case management goals.
- Participate in key inter-agencies and external meetings as required.
- Contribute positively to team, clients and office environment.
- Participate in regular staff meetings, group supervision, planning days, appropriate and approved training, other job-related duties and CatholicCare events including travel to other offices and other sites.
- Maintain program caseloads within negotiated timeframes, budget constraints and quality standards.
- Ensure timely and accurate completion of the CIMS client information management system, the CatholicCare database, as well as meeting all other administrative and reporting requirements.
- Comply with relevant legislation; CatholicCare policies, procedures and guidelines; follow service objectives and goals and contribute to the review and development of standards and associated documentation.
- Work in collaboration with Manager to review and evaluate activities and performance to ensure continuous improvement and to ensure program operates within budget.
- Undertake mobile case management in service vehicle or using own comprehensively insured car for service delivery related travel, maintain accurate log book.
- Be available for Emergency phone number roster.

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

- Tertiary qualifications or commensurate experience in Social Work, Social Welfare, Community Services, Youth Work, Case Management, Health, or related discipline.
- Extensive skill and experience in trauma informed case management for a variety of clients, with knowledge of the differing levels of support needs for pregnant young girls and young mums with babies/children to achieve positive sustainable housing outcomes.
- Demonstrated knowledge of strength-based casework principles, case management experience and commitment to best practice.
- Demonstrated understanding of child protection issues.
- 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.
- Own motor vehicle with comprehensive insurance and current full driver's license.
- Current First Aid and CPR Qualifications.
- Evidence of a current COVID-19 vaccination Certificate
- Valid Working with Children Check
- National Criminal History Check (obtained in the last 6 months) with no disclosable outcomes

Personal Attributes

- 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
- Influencing Ability
- Change Management
- Managing and Measuring Work
- Relationship Building
- Customer Focus
- Team Work
- Interpersonal Savvy
- Innovative Decision Making
- Planning and Organising
- Operational Awareness
- Initiative
- Self Development
- Flexible and Adaptable
- Composure

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

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