

## Homelessness Project Worker

- Western Sydney location
- SCHCADS Award 2010- Level 5
- Full-Time (35 hours a week)

SydWest Multicultural Services is the leading community organisation connecting and empowering people of all cultures. Our purpose is Connecting Cultures & Building Communities. The values underpinning our work are Accountability, Collaboration and Excellence. Through person-centred services, representation and evidence development we are empowering individuals and building the social capacity of communities. The organisation focuses on people who are vulnerable and most in need across the life course. We have offices in Blacktown, Mt Druitt, Penrith and Rouse Hill.

We offer our staff many benefits such as flexible working arrangements, flexi-time and salary sacrifice packaging. For further information please check this link

**<http://www.sydwestms.org.au/get-involved/employment-opportunities>**

### **Role Overview:**

The Homelessness Project Worker is part of the organisation's Community Engagement Division. This position is responsible for providing housing case management assistance and support to clients experiencing homelessness or at risk of homelessness from culturally and linguistically diverse backgrounds.

## **Key Accountabilities:**

- Comply with WorkPlan requirements;
- Conduct strength based needs assessment with target clients;
- Negotiate and implement case plan with client and stakeholders outlining goals, timeframes and strategies;
- Link clients with housing support networks and assist clients to find suitable, stable, secure accommodation and advocate on clients' behalf as required;
- Establish and maintain key stakeholder relationships relevant to housing and accommodation portfolio;
- Develop strategic and collaborative partnerships with government and non-government agencies to meet clients' needs and project;
- Assist clients with completing application for private rentals or public housing including providing letters of support where appropriate;
- Assist clients to maintain and sustain tenancies by referring clients to information sessions on client rights and responsibilities, 'Rent it Keep it' seminars and other educational sessions relevant to the needs of clients;
- Provide information sessions by experts to target clients with relevant stakeholders on support services available on housing and related areas to promote client independence;
- Conduct 'street walks' to identify homeless people or those at risk of homelessness and provide them with assistance as required;
- Promote project to the wider community, service providers and relevant stakeholders to encourage referrals;
- Undertake home visits and provide assistances to clients as per the negotiated case plan when required;
- Comply with all regulatory, funding standards and SydWest MS policies and procedures;
- Comply with all reporting requirements as directed by CE Team Leader: Youth and Capacity;
- Ensure confidentiality and discretion to all service matters and client information;
- Undertake other duties as required by the Community Engagement Manager/CE Team Leader: Youth and Capacity;
- Ensure personal safety and have a positive attitude towards a work-life balance.

## **Essential Criteria *(needs to be addressed on a separate document)***

- Tertiary qualifications in Community Services, Human Services, Social Work or related area;
- Minimum 1 years' experience working with CALD, refugee, vulnerable and disadvantaged families and individuals;
- Experience with and/or understanding of the principles of 'strength-based' and 'person-centered' service planning and delivery;

- Demonstrate understanding of nature of CALD homelessness;
- Demonstrated experience and understanding of housing and tenancy issues/services;
- Knowledge of housing NSW products such as Rent Choice Youth, Start Safely Program;
- Knowledge of local services essential to support individuals and families experiencing homelessness, including mental health, drug and alcohol services respectively.
- Demonstrated knowledge of Child Protection issues;
- Demonstrated experience working with language services
- High level interpersonal and communication skills and report writing;
- Effective interpersonal and cross cultural communication and client advocacy skills with the ability to liaise effectively with all key stakeholders including clients, service providers and their communities;
- Demonstrated experience in the planning, delivery and evaluation of group activities and support groups;
- Proficient skills in the use of Microsoft Office programs;
- Attention to detail and high level of accuracy;
- Excellent time management skills and ability to multitask and prioritize work;
- National Police Check and Working With Children Check required
- Current driver's licence and access to a fully registered motor vehicle

**To apply for this position, please submit the following to the Human Resource Officer - Claudia Abou Chaaya at [hr@sydwestms.org.au](mailto:hr@sydwestms.org.au)**

- **Resume**
- **Cover letter**
- **Name and contact details for two professional referees**
- **A document clearly addressing how you meet each of the Essential Criteria**  
*(applicants who do not address the essential criteria will not be considered)*

**Applications close:** Tuesday 18 June 2019

All applicants need to present a satisfactory & current National Police Check, must hold a current driver's licence and access to a fully registered motor vehicle.

*SydWest MS adheres to the principles and practices of equal employment opportunity, workplace health and safety and is a child safe organisation.*