

Position Description



Caseworker (triage & assessment)

Wesley Homelessness Services

January 2026

Agreement

Signed–Manager

Signed–Employee

Date

Date

1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to conceive, develop and deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed.

Our vision is: "...doing all the good we can because every life matters".

Out of Christian love and compassion we are driven by Soft Hearts: Open Hands: Sharp Minds (and) Hard Feet.

Our strategic plan is based on four key directions, namely:

- Deepening our Word & deed
- Claiming our prophetic voice
- Extending our impact
- Strengthening our organisation.

The range of community services we provide is amongst the most diverse of any Australian organisation. We are one of the largest community services organisations operating in NSW and the ACT, our work extending to other states and territories through our work in suicide prevention.

2. Overview and purpose of Wesley Homeless Services

The purpose of Wesley Homeless Services is to end homelessness or homeless-risk one life at a time.

It achieves its purpose by aligning itself to seven key responsibilities:

1. To deliver quality Specialist Homelessness Services as contracted by NSW Department of Community & Justice or Lead Agents etc
2. To strive to end the homelessness or homeless-risk of every person or family with whom we work
3. To ensure provision of services that are person-centred, trauma informed, culturally competent and respectful of diversity
4. To ensure the No Wrong Door and One Wesley approach to service delivery
5. To ensure a safe and enjoyable workplace and nurture competent, performing and satisfied local teams
6. To honour contract numbers and satisfy internal and external reporting requirements
7. To work responsibly in relation to budget and Wesley Mission assets.

Services include providing critical first response to enquiries received through our 1300/1800 number and inbox. Participating in assertive outreach to those sleeping rough within the Inner and Greater

Inner West areas as well as contributing to our accommodation and support activities amongst people experiencing or at risk of homelessness across all districts where we deliver services.

Its work is inspired by the organisation's vision, guided by its mission, informed by its strategy and underpinned by its values.

3. Purpose of role

The purpose of the role is to provide the critical first response to enquiries received through our 1300/1800 number and inbox. It is an appropriately skilled individual who contributes to our accommodation and support activities amongst people experiencing homelessness or homeless-risk across all the districts in which we deliver services.

The role is predominantly phone-based and is the main door of our 'No Wrong Door' approach. It works very closely with caseworkers in our various service delivery teams and with those of partner organisations.

The role also includes direct service-provision – participating in rough sleeper activity through assertive outreach patrols across the Inner and Greater Inner West, contributing to the coordinated care and support of rough sleepers. It also supports the capacity of teams to respond to the needs of clients and to honour co-location commitments in various community and department settings.

It is at times a mobile role, requiring travel throughout the Inner West especially and other districts occasionally. It may include working from Wesley Mission and partner sites, in emergency and transitional accommodation settings, community service settings and the homes of the people we support.

It may at times include earlier starts, later finishes and occasional weekends.

4. Relationships

Reports to: Senior Program & Practice Manager, Wesley Homeless Services, and sits beneath the broad direction of the Operations Manager, Wesley Homeless Services. Day to Day supervision is provided by the Inner West Team Leader.

Key relationships:

- Coordinators and team leaders responsible for the activities of Wesley Homeless Services
- Collegiately with our other caseworkers, those in partner organisations, and our caseworkers in other SHS Teams
- Other key staff in Wesley Homeless Services
- Key staff in the Community & Family Care Executive Management Team and Quality, Risk & Compliance specialists
- Other services across Wesley Mission, ensuring joined up thinking and practice (JUTP)
- Wesley Mission support services such as Finance, Human Resources, Legal, Communications & Fundraising, Property and Information Services
- Partner agencies who we subcontract or to whom we are subcontracted by a formal Joint Working Arrangement (JWA)
- NSW Department of Community & Justice

- Other relevant business and community partners and service providers outside of Wesley Mission

Industrial instrument:

Salary and employment conditions are in accordance with the Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010

5. Major role responsibilities

5.1 Our clients

- With other team members, develop and maintain rapport with clients - interacting in a manner consistent with Wesley Mission's Values and Codes of Ethics and Conduct, observing professional boundaries
- Respond to identified vulnerability and safety concerns of or for clients and family members - including on the spot assessments and referrals while on rough sleeper patrols
- Provide services that are person-centred, trauma informed, culturally competent and respectful of diversity
- Provide a warm and inviting 'face' to clients and others accessing our services
- Provide quality casework services to prevent homelessness or support permanent exits from homelessness - sharing in a collective commitment to end the homelessness or homeless-risk of every person or family with whom we work
- Contribute to a genuinely team-based model of service provision whereby clients relate to a team, not an individual caseworker, and benefit from the expertise and engagement of each team member
- Collaborate with other team members and partner organisation staff to ensure clients are served by all team members as and when appropriate
- With other team members and teams, 'rally' to support the needs of clients within and across districts - including but not limited to those sleeping rough across the Inner and Greater Inner West area
- Actively seek opportunities to creatively engage clients in support activity, being a conduit for those sleeping rough to access health, mental health and/or welfare services - respecting every interaction as an opportunity to sow possibility and hope
- Participate with other members of the team in an assertive approach to case management and weekly patrols (creative persistence - doing all that is necessary to support clients in achieving their goals)
- Ensure the input of clients in the setting and reviewing of their support priorities and activities including the frequency and intensity of that support
- Adopt a trauma informed response to behaviours of concern to all interactions and practices in general - careful to keep always in mind the need for clients to feel safe
- Endeavour to provide support in an environment the client considers to be meaningful and safe
- Ensure that clients are placed into accommodation settings that are appropriate to their identified wants and needs (especially safety)
- Facilitate opportunities for life-enhancing and connections between clients and the wider mainstream community

- Regularly review case plans and monitor client progress and outcomes
- Provide services in keeping with the Client Charter, the described features of our support and our commitment to make sure that every move is forward
- Adopt a No Wrong Door and a One Wesley Mission approach to all enquiries from or contact with people who are homeless or at risk - to ensure that all are appropriately supported either within Wesley Mission's support systems or by another relevant service provider
- Be a strong ambassador for the Wesley Homeless Services team.

5.1.1 Performance measures

- All clients receive a genuine No Wrong Door response
- Observations and feedback evidence client interactions in keeping with our required approach
- All case managed clients have case plans
- Case plans have been assessed as relevant / meaningful, and casework activity has been reviewed and measured
- 80% of clients who respond to satisfaction surveys are satisfied or very satisfied

5.2 Our people (our team)

- Develop and nurture healthy working relationships with other team members and representatives of other services providers relevant to the support and care of our clients
- Contribute to a collaborative, empowering and enabling culture in which team members own and feel committed to accomplishing the team mission of helping clients to live independently
- As needed, relieve staff, in other SHS activities and projects during periods of leave or heavy demand and to enable the rallying around client needs as they arise
- Promote and ensure adherence to Wesley Mission brand
- Ensure all Human Resource (HR) policies and procedures are understood and adhered to
- On a quarterly basis, document your progress using the Contribution & Development Plan and meet with your manager to discuss
- Ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself
- Regularly report to your manager on team issues such as resourcing needs, performance, training / development, disciplinary action, leave, Work, Health & Safety issues etc
- Identify and recommend opportunities to increase team satisfaction
- Attend all scheduled meetings

5.2.1 Performance measures

- External clinical supervision has been received at least quarterly (preferably monthly)
- Line supervision has been received at least quarterly (preferably monthly)
- Required training has been undertaken
- Required meetings have been attended

- Observations and feedback evidence a positive and generous contribution to the team's activities

5.3 Our operations

- Be present in locations and settings relevant to providing services, enhancing access, assertive engagement and prevention strategies - rough sleeper locations, co-location settings, our own sites, client homes, schools, churches, community groups, service hubs etc
- Deliver Specialist Homelessness Services in a manner that honours the values of Wesley Mission, achieves the contract requirements of SHS package or sub-contract arrangements, and is consistent with the quality and practice frameworks of Wesley Mission and SHS guidelines
- Adhere to Wesley Mission policies, procedures and work instructions
- Thoroughly maintain relevant records and files, collecting all relevant support service data and any other required client data
- Ensure that all client data and referral information is appropriately recorded on Wesley Mission client data systems and the DCJ implemented CIMS data collection system
- Ensure all rough sleeper data is kept up to date via the By-Name-List (BNL), record and communicate patrol outcomes to relevant support agencies ensuring a coordinated service response
- Participate in and contribute to monthly care-coordination meetings supporting the rough sleeper activities within the Inner and Greater Inner West area
- Communicate operational issues quickly with the leadership team to assist improvement in service delivery
- Contribute to the achievement of the broader plans and aspirations of Wesley Mission
- Participate in and contribute to Life-of-Mission activity
- Participate in sector activities and initiatives and contribute to sector development
- Develop and maintain positive stakeholder relationships
- Be part of the sharing resources and time across the various SHS activities and programs to assist each other in the achievement of operational objectives
- Respond generously, outside of core responsibilities, to the requests, needs and interests of other SHS activities and programs
- Represent Wesley Homeless Services and Wesley Mission in general, at interagency, sector and community forums as required
- Ensure all data collection and reporting is timely and in line with funding body and organisational requirements
- Communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocates

5.3.1 Performance measures

- Contract numbers achieved
- Team data to support monthly internal reporting is accurate and timely (data entry is up-to-date on the 1st business day of each month)

- External reports including BNL, information system extracts and uploads are accurate and timely (successful Validata uploads are achievable with the 1st week of each month)
- WHS incident reporting and other internal alerts and reports are accurate and timely (within 24 hours).

5.4 Our financials

- Work responsibly in relation to budget and Wesley Mission assets - buildings, cars, computers, phones, credit cards etc
- Complete credit card returns accurately and on time, and obtain / retain all relevant receipts
- Report damage or anomalies quickly
- Seek opportunities to minimise expense wherever possible.

5.4.1 Performance measures

- Credit card returns have been completed on time and include all receipts
- Brokerage spend is within agreed limit and delegation
- Responsible care is taken of allocated equipment
- Responsible care is taken of pool cars and team assets.

6. Professional responsibilities

- Support and work in a way that is consistent with the organisation's mission of continuing the work of Jesus Christ in Word and deed.
- Ensure your own health and safety and the health and safety of others by behaving safely at all times in relation to work. Report hazards and incidents to your supervisor and in accordance with the organisation's Work Health & Safety Management Framework Manual, related safety policies and procedures and site/service procedures. This includes taking part in safety consultations and safety investigations within your service to help resolve them in a timely manner.
- Comply with mandatory requirements for the role including completing all mandatory training required by the organisation.
- Comply and cooperate in good faith with all legislative, regulatory, policy and procedure requirements pertaining to your work.
- Act in good faith in the organisation's best interests, exercise due care and skill in your work, follow reasonable directions, maintain honesty and integrity and the trust and confidence of the organisation, and a positive reputation of the organisation.
- Attend functions, meetings, seminars, training courses and events as required by your supervisor.
- Participate at least annually in the Contribution and Development Plan process for your role for recognition, compliance and development.
- Take responsibility for personal career development and training

- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- Ensure the reputation and integrity of Wesley Mission is maintained at all times
- Maintain confidentiality.

7. Performance Measures

Performance expectations will be set during probation. Thereafter performance measures will be agreed as part of your personal Contribution and Development Plan.

8. Selection criteria

To be successful in this position, you must possess the following:

Demonstrated behaviours

- Conduct consistent with the organisation's Code of Conduct and:
 - Work in accordance with the organisation's Vision, Mission and Values.
 - Value people through kindness, respect, care and support.
 - Foster trust through honesty, integrity, reliability and fairness.
 - Demonstrate personal accountability including in your conduct, compliance, commitment, performance and quality of the service you provide.
 - Contribute to a positive and highly engaged work environment through a positive manner and being a good colleague, collaborator and team player.
- Commitment to a practice framework that is person-centred, trauma informed, culturally competent and respectful of diversity
- Willingness to embrace a genuine team approach to service delivery and to adhere to our purpose and the described features of our support model
- Demonstrated understanding and strict compliance with the protocols, policies and procedures concerning privacy, dignity and confidentiality
- Demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- Relates well to a range of people with sound listening and problem-solving skills
- Confident professional with strong initiative and insight
- Displays emotional maturity and resilience.

Essential skills/knowledge

- Qualifications and experience relevant to the quality provision of accommodation, care and support activities

- Understanding of homelessness and an ease in providing warm and credible empathy to people who are at risk of, who are, or who have been homeless or in crisis / distress
- Ability to articulate a practice framework that is person-centred, trauma informed, culturally competent and respectful of diversity, and the role of case management in preventing or supporting permanent exits from homelessness.
- Ability to perform in complex and challenging community welfare settings - flexible and creative approaches to work, matched with tested attributes such as resilience, patience, initiative, compassion and commitment to self-care
- Experience engaging with those sleeping rough through assertive outreach, including demonstrated ability to build rapport, gather client details, assess & refer, identify barriers and coordinate practical support in collaboration with multiple agencies
- Effective communication and administrative competencies - computer literacy, documentation, data collection etc
- Ability to embrace Wesley Mission's values and to work within its codes of ethics and conduct - and to work respectfully alongside the mission and values of partner organisations.

Desirable skills/knowledge

- Experience in a not for profit or community service organisation.
- Local sector or organisational knowledge
- Familiarity with sector practice guidelines, information systems and outcome measures
- First aid certificate or willingness to obtain one.

Training and qualifications

- Qualifications and experience relevant to the quality provision of accommodation, care and support activities

Agreement

In signing page one, I confirm I have read, understand and agree to work in accordance with this position description. I also understand that this position description is not exhaustive and agree to comply with all reasonable requirements of me in addition to those specified in the position description.