

Position Description



Leaving Violence Caseworker

Specialist Homelessness Services

September 2025

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 vision.

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 Specialist Homelessness Services

The Specialist Homelessness Services (SHS) team exists to end homelessness.

It achieves its purpose by rallying to end the homelessness or homeless-risk (including violence) of every person or family with whom it works -- (1) making sure it always brings to the table the breadth of Wesley's own homeless services, all of Wesley Mission, other local homeless services, other local community services and the community sector broadly to most-fully respond to the needs and wants of the person or family in front of us, and (2) refusing to confine its response to the narrowness of a particular funding contract, service or role.

Services include prevention and early intervention, assertive outreach to people sleeping rough, crisis and transitional housing, post-crisis support, support to salvage vulnerable tenancies or establish new ones, and presence in first-to-know locations -- in some regions for young people, in others for families, in others for single adults, and in others for women and children leaving violence.

Each year it supports about 3,000 people experiencing homelessness or homeless-risk, provides about 100,000 nights of crisis or transitional accommodation to about 1,000 people, and contributes about \$500,000 towards salvaging or establishing.

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 individualised casework and support to women and their children leaving violence, both in our 'core-and-cluster' crisis refuge and in the community.

The Leaving Violence Caseworker is an appropriately skilled and experienced individual who contributes to the delivery of our accommodation and support services to women and their children leaving violence in South-West Sydney.

The role contributes skills and insights and is expected to contribute these as needed in other teams and districts. It includes activities that may require exercising judgement and/or contributing critical knowledge and skills where procedures aren't clearly defined.

The role reports to the Core & Cluster Program & Practice Manager. It works very closely with our other caseworkers, as well as with caseworkers in our other Wesley service delivery teams and partner organisations.

The role participates in all casework and support activities, including direct support provision and liaison with local DFV, SHS, Health, Police and other community services.

It is both a site-based and mobile role. It may at times include working from other Wesley Mission and partner sites, in emergency and transitional accommodation settings, community service settings and in the homes of the people we support.

When at the core and cluster site, the role works intimately with others rostered on-site to deliver a genuinely shared, collaborative and integrated approach to service and care. And it contributes to all the activities, responses and interventions required to meet the needs and challenges of our resident guests, site and neighbourhood.

The role will include some earlier starts and later finishes, a share of on-call responsibilities, and may include occasional weekends and public holidays.

4. Relationships

Reports to: Core & Cluster Program Manager and sits beneath the broad direction of the SHS Operations Manager and the Senior SHS Program & Practice Manager

Key relationships:

- our other leaving violence caseworkers and our caseworkers in other SHS teams
- our chaplain and others contributing to Wesley Mission's pastoral activities
- Key staff in the Wesley Community & Family Care Executive Management Team and Quality, Risk & Compliance specialists
- Wesley Mission support services such as Human Resources, Communications & Fundraising, Property and Information Services
- NSW Department of Communities and Justice (DCJ) and Homes NSW
- Other relevant business and community partners and service

providers outside of Wesley Mission

Industrial instrument:

Social, Community, Home Care and Disability Services Industry Award (SCHADS)

5. Major role responsibilities

Our clients

- generously contribute skills and insights to the benefit of clients, the team and other teams as needed - including support design and risk assessment
- respond to identified vulnerability and safety concerns of or for clients and family members – including submission of Risk of Serious Harm (ROSH) reports when warranted
- respond as appropriate to perceived risks, hazards and emergencies in relation to the health or behaviour of people using our site and services, and with diligence to identified vulnerability and safety concerns
- share in a collective commitment to end the violence, fear and homeless-risk of every family with whom we work
- be a warm and inviting ‘face’ to people who are accessing our services and site
- provide quality site-based and mobile casework services to support enduring safety and full lives free from fear
- case manage clients
- provide direct care and support to family members, including at times assistance with activities of daily living
- contribute to all the activities, responses and interventions required to meet the needs and challenges of our guests, site and neighbourhood
- contribute to a genuinely team-based model of service provision to promote multiple attachments and improve continuity, sustainability and quality of support
- collaborate with other team members to ensure that families are served by all team members as and when appropriate
- with other team members and teams, ‘rally’ to support the needs of families in whichever jurisdiction they present
- participate with other team members in an assertive approach to casework (creative persistence – doing all that’s necessary to support families in achieving their family and individual goals, and respecting every interaction an opportunity to sow possibility and hope)
- regularly monitor and review client progress, case plans and outcomes
- adopt a trauma-informed response to behaviours of concern in particular, and to all interactions and practices in general – careful to keep always in mind the need of families to feel safe
- endeavour to provide support in an environment that is considered by the client to be meaningful and safe
- ensure the input of supported family members into the setting and reviewing of their support priorities and activities

- ensure that families are placed into accommodation settings that are appropriate to their identified wants and needs (especially safety)
- ensure that families have appropriate cultural, country and kinship connections and receive culturally appropriate and safe support relevant to their expressed needs
- facilitate opportunities for life-enhancing activity and safe connections between family members and the wider community
- liaise with other organisations and services, maintain an up-to-date awareness of their resources, and make appropriate referrals
- provide services that are person-centred, trauma-informed, culturally competent and respectful of diversity
- within training, provide a first aid response which may include defibrillator
- ensure that all our services are delivered in keeping with the Client Charter, the described features of our support and our commitment to make sure that every move is forward
- provide a No Wrong Door and One Wesley Mission approach to all enquiries from or contact with people who are homeless or at risk or in fear – to ensure that all are appropriately supported either within Wesley Mission's support systems or by another relevant service provider
- generously contribute skills and insights to the benefit of families, the team and other teams as needed – including support design, risk assessment, etc
- apply a diligent approach to the principles of confidentiality and privacy
- transport clients and perform other driving tasks as required
- be a strong ambassador for the Wesley Homeless Services team.

Our people (our team)

- develop and nurture healthy working relationships with other team members and representatives of other service 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 families to live independently and free from fear
- supervise activities of nominated volunteers, students and visitors
- 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
- identify and recommend opportunities to increase team satisfaction

Our operations

- collaborate with supervisors and colleagues to support program development, nurture stakeholder relationships and enhance service delivery.
- prepare written materials, including assessments, reports and letters, for the purpose of documenting activities and conveying information
- contribute generously to all the activities required to make the site and service function day-to-day

- contribute to the ongoing enhancement of an inviting and positive environment and neighbourhood, and quality of accommodation, care and support services
- be present in locations and settings relevant to providing services, enhancing access, assertive engagement and prevention strategies – co-location settings, our own sites, client homes, rough sleeping locations, 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 and client data
- ensure that all client data and referral information is appropriately recorded on Wesley Mission client data systems and the DCJ-mandated data systems, and that reporting is timely and meets required standards
- 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 of 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 Service and Wesley Mission in general, at interagency, sector and community forums as required

Our financials

- complete credit card returns accurately and on time, and obtain/retain all relevant receipts
- respond quickly to accommodation vacancies
- report damage and financial anomalies quickly
- work responsibly in relation to budget and Wesley Mission assets – buildings, cars, computers, phones, credit cards etc
- seek opportunities to minimise expense wherever possible.

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
- Participate in the review and maintenance of industry specific and internal audit processes.

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.

- Committed to a practice framework that is person-centred, trauma informed, culturally competent and respectful of diversity
- Embrace a genuine team approach to service delivery, adhere to our purpose and to the described features of our support model
- Willing to 'get hands dirty' - contributing to all activities, responses and interventions required to meet the needs and challenges of our guests, site and neighbourhood
- Demonstrate understanding of and strict compliance with the protocols, policies and procedures concerning privacy, dignity and confidentiality

Essential skills/knowledge

Please note: due to the client-group this role serves, we will only be considering female applicants (Sex Discrimination Act 1984 Section 30)

- Willingness to contribute generously to all the hands-on activities required to make the site and service function day-to-day and to ensure that clients are served and their support needs are met
- Qualifications and experience relevant to the provision of quality accommodation, care and supportive services - including DFV skills and insights
- In relation to homelessness and leaving violence, willingness to contribute knowledge in establishing procedures, supervise various work-functions, and provide expertise or advice
- Understanding of homelessness and DFV, and an ease in providing warm and credible empathy to people who are experiencing or have experienced it
- Ability to articulate (1) a practice framework that is person-centred, trauma-informed, culturally competent and respectful of diversity, and (2) the role of case management in preventing or supporting permanent exits from homelessness and fear
- Ability to perform in complex and challenging community welfare settings - flexible and creative approached to work, matched with tested attributes such as resilience, patience, initiative, compassion and commitment to self-care
- Knowledge and experience relevant to responding to children at risk of serious harm
- Effective communication and administrative competencies - computer literacy, documentation, data collection etc
- Drivers licence and required security checks.

Desirable skills/knowledge

- Experience in a not for profit or community service organisation.
- Local, sector and organisational knowledge
- Knowledge of sector practice guidelines, information systems and outcome measures, and of relevant statutory requirements.

Training and qualifications

- Degree or diploma or reasoned equivalent in a relevant area
- ECAV: Practical skills in responding to people who experience domestic & family violence
- Motivational interviewing
- Complex trauma & mental health (or equivalent)
- Training in a relevant / agreed area of specialty or interest
- First aid certification

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.