

THE GENDER CENTRE

POSITION TITLE:	Case Worker Contract position 2 years with possible extension
AWARD:	Social, Community, Home Care and Disability Services Industry Award 2010
CLASSIFICATION	SACS Employee Level 2 pay point 4 plus superannuation
SALARY	As per award \$35.14 ph
CLIENT TARGET GROUP:	Transgender, Gender Diverse, & Gender questioning people
HOURS	28 hours per week with preparedness to work some flexible/extra hours in order to accommodate community/inter-agency events, staff meeting and client needs.
ACCOUNTABILITY	Accountable to the Executive Director and Senior Programs Manager

ABOUT THE GENDER CENTRE INC.

The Gender Centre Inc. is the peak state-wide multidisciplinary center of excellence providing a broad range of specialised health, welfare and housing services to the transgender and gender diverse population of NSW.

We provide Gender Affirming psychosocial care and support to Trans and gender expressive people at every stage of their journey as they explore their authentic sense of self.

This includes for some of our clients transition support (pre, -mid-and post transition). The center continues to work as the leading frontline, service provider to this community and their families

The Gender Centre works by four core values that underpin good citizenship and human rights for everyone

- 1) **Respect:** We apply these behaviors to ensure people are treated respectfully: we listen, we affirm, we serve and we are honest
- 2) **Inclusivity:** We promote and provide equal access to opportunities and resources for people who might otherwise be excluded or marginalised
- 3) **Equity:** We recognise that we do not start from the same place and must acknowledge and adjust imbalances. We treat all people with fairness and justice
- 4) **Dignity:** We promote and foster the ideas that all people have inherent value and worth

We also provide services across four domains

- **Psychosocial supports and wellbeing**
- **Health**
- **Homelessness**
- **Education**

The team at the Gender Centre is composed of members with varied but complimentary experience, qualifications, and skills that contribute to the achievement of the centers specific objectives, goals and client outcomes.

Our team consists of Caseworkers, Counsellors, Psychologists, Speech pathologist, Students and Volunteers and outreach workers.

POSITION BRIEF

The Case Worker is a key staff member within The Gender Centre. They are responsible for providing high quality case management to clients who are homeless or in crisis. This role is based in the Inner West.

Part of this role will be to specifically support clients living in the Nepean valley Penrith and the Blue Mountains as far as Lithgow 2 days per week including facilitating a monthly youth support group in Katoomba and 2 days per week supporting clients in the inner west

They achieve this by providing holistic support to address issues of housing stability. They also support clients through establishing and providing a comprehensive range initiatives such as: early intervention, prevention, rapid rehousing, and crisis intervention and supported transitional housing.

These services are provided in the context of case management for transgender and gender questioning people.

The case worker will network widely to facilitate access pathways across government and non- government agencies to ensure the maximum range of access to services relevant to their client's needs.

The caseworker is expected to engage in multidisciplinary case management, and advocacy.

POSITION OBJECTIVES

Transgender, gender questioning & gender diverse people

Who are at imminent risk of homelessness are identified and supported to remain safely in their existing housing, or to secure stable housing

- who experience homelessness are rapidly and safely re-housed
- who are in crisis are provided with safe and secure accommodation and supported to access stable housing
- who are re-housed after becoming homeless and are supported to stay housed.

STATEMENT OF DUTIES DIRECT SERVICE DELIVERY

Understanding of homelessness issues and its effects.

In consultation with client, provide client centered assessment & case management focusing on wrap around models of support to sustain independent living.

Ensure exit planning meeting is in keeping with the agencies policies and procedures
Maintain confidentiality within legal and professional boundaries;

Provide information, referral and advocacy services required to meet case plan
;

Build and maintain trusting, empowering and sustainable relationships with clients that facilitate choice, independence and increased participation in the community.

Have regular case planning meetings with the client ensuring to use a

Collaborative approach to any goals

Support clients to complete required government forms e.g. housing, income support;

Support clients to build their capacity to sustain tenancies and to pursue all forms of other secure, affordable housing,

Ability to use sound judgement and act appropriately in crisis and emergency situations.

Support service users to develop living skills and access other relevant agencies to reduce the impact of, and repeat occurrences of homelessness

Demonstrate an ethical and professional, yet non-judgmental attitude towards clients, staff and other professionals.

Ensure that accurate and up-to-date documentation is maintained for all service users

Work within a variety of settings including office, emergency accommodation, crisis housing and community housing

Ensure the Client Information Management System (CIMS) is up to date daily with all communications with clients including case notes, case plans and regularly monitoring, reviewing and recording progress in meeting case plan objectives and goals

Attend and contribute to regular team meetings.

Undertake flexible work hours in order to accommodate client, organisational, community and/or interagency events;

SELECTION CRITERIA

All applicants must address the following selection criteria, by writing a brief paragraph that includes examples of how you meet the criteria. Please tell us how you meet the selection criteria we won't assess your application without it!

Essential Criteria

1. Relevant tertiary qualifications Cert 4 in community services, social work or equivalent
2. Demonstrated experience in managing a caseload and case planning, including for people with complex and/or high-level needs, and understanding of client centered case management practice;
3. Demonstrated high-level verbal, written, negotiation communication and advocacy skills;
4. Experience of client centered case management practices;
5. Knowledge and understanding of issues impacting on transgender and gender questioning people;
6. Demonstrated ability to work respectfully and sensitively with families and other significant people in the client's life
7. Demonstrated ability to liaise and work with a range of people from diverse communities and demonstrated understanding and sensitivity to cultural diversity;
8. Demonstrated high-level verbal, written, negotiation communication and advocacy skills;
9. IT skills;
10. Demonstrated ability to work collaboratively within a multi-disciplinary team;
11. Preparedness to undertake flexible work hours in order to accommodate client, organisational, community and/or interagency events;
12. Must have a current driver's license.

Desirable Criteria:

1. Experience in working in a community-based organisation

Other Conditions

1. The successful applicant will be placed on an initial 3 month probation period.
2. The successful candidate will be subject to pre-employment checks and needs to provide current Working with Children and Criminal Record Checks
3. Two referees and their contact details from your last two paid employment positions