

THE GENDER CENTRE

POSITION

TITLE: Case Worker

AWARD: Social, Community, Home Care and Disability Services Industry Award 2010

CLASSIFICATION

SACS Employee Level 2 pay point 1 plus superannuation

SALARY As per award \$33.41

CLIENT TARGET

GROUP: Transgender, Gender Diverse, & Gender questioning people

HOURS

21 hours per week flexible within a 5 day week or 7 hours over three days with preparedness to work some extra/additional hours in order to accommodate community/inter-agency events, staff meetings and client needs.

Accountable to the Programs Manager & Case 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.

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

Must have an 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 plans

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 clients.

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, to ensure that each of the selection criteria are met adequately, please make a separate heading for each individual criteria. For each criteria, describe in no less than two paragraphs your skills, knowledge and experience and tell us how they could be used for this position.

We will NOT assess your application unless you have addressed each criteria.

Essential Criteria

Please tell us how you meet the selection criteria

- 1 Relevant tertiary qualifications in community services, social work or equivalent, with a minimum of two years' experience working in the community welfare sector not on placement
- 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 Commitment to and experience in working with transgender and gender questioning people Including knowledge and understanding of issues impacting on transgender and gender questioning people;
- 4 Demonstrated ability to liaise and work with a range of people from diverse communities and demonstrated understanding and sensitivity to cultural diversity;
- 5 Demonstrated high-level verbal, written, negotiation communication and advocacy skills;
- 6 Demonstrated experience in effective crisis, early intervention and complex case management using strengths-based, trauma-informed and holistic approaches
- 7 Demonstrated ability to work collaboratively within a multi-disciplinary team;
- 8 A current driver's license

Desirable Criteria:

1. Experience in working in a community-based organisation
2. Experience with the CIMS client management system

Other Conditions

1. The successful applicant will be placed on an initial 6 month probation period.
2. The successful candidate will be subject to pre-employment checks and will need to provide current Working with Children and Criminal Record Checks
3. Two referees and their contact details from your last two paid employment positions