



Position Description

Family Caseworker [Non Supervisory]

Wesley Homeless Services | West & South-West Sydney
April 2025

Agreement

Signed – Manager

Signed – Employee

Date

Date

Do all the good you can
because every life matters



Family Caseworker

West & South-West Sydney

Wesley Homeless Services

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 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 to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2 Overview of Wesley Homeless Services

The Wesley Homeless Services team has seven key responsibilities:

- to deliver quality Specialist Homelessness Services as contracted by NSW Department of Communities and Justice or Lead Agents etc.
- to strive to end the homelessness or homeless-risk of every person or family with whom we work
- to ensure provision of services that are person-centred, trauma-informed, culturally competent and respectful of diversity
- to ensure a No Wrong Door and One Wesley approach to service delivery


Wesley Homeless Services

Our Purpose

We do all the good we can...

**to end homelessness
one life at a time**

by rallying to make sure that
every move from here is forward
and committing to
whatever it takes for as long as it takes
all the while
doing no harm
and holding on to the 'hope' of
a home and opportunity for everyone

...because every life matters

wesleymission.org.au

Do all the good you can
because every life matters



- to ensure a safe and enjoyable workplace and nurture competent, performing and satisfied local teams
- to honour contract numbers and satisfy internal and external reporting requirements
- to work responsibly in relation to budget and Wesley Mission assets

3 Overview of role

The Family Caseworker is an appropriately skilled individual who contributes to our accommodation and support activities amongst families experiencing homelessness or homeless-risk in Fairfield-Liverpool (especially families including a male) and in Parramatta-Cumberland-Hills.

The role reports to the West & South-West Sydney Families Team Leader, Wesley Homeless Services. It works very closely with our other family caseworkers, as well as with caseworkers in our other Wesley service delivery teams and with those of partner organisations.

It is a mobile role, requiring travel throughout West and South-West Sydney. It will at times require travel to other districts in which we delivery services.

It may include working from Wesley Mission and partner sites, in emergency and transitional accommodation settings, community service settings and the homes of the families we support.

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

4 Relationships

Reports to: West & South-West Families Team Leader, Wesley Homeless Services and sits beneath the broad direction of the Operations Manager and the Senior Program & Practice Manager, Wesley Homeless Services.

Also works with:

- collegiately with our other family caseworkers, those in partner organisations, and our caseworkers in other SHS teams
- other key staff in Wesley Homeless Services
- key staff in the Community and 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 Communities and Justice
- other relevant business and community partners and service providers outside of Wesley Mission.

5 Major role responsibilities

5.1 Our clients

- 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
- share in a collective commitment to end the homelessness or homeless-risk of every person or family with whom we work



- be a warm and inviting 'face' to clients and others accessing our services
- provide quality mobile casework services to support permanent exits from homelessness
- contribute to a genuinely team-based model of service provision to promote multiple attachments and improve continuity, sustainability and quality of support
- with other team members and teams, 'rally' to support the needs of clients in whichever jurisdiction they present
- with other team members, develop and maintain rapport with supported family members, interacting in a manner consistent with Wesley Mission's Values and Codes of Ethics and Conduct
- seek opportunities to creatively engage supported family members in case management activity – respecting every interaction as an opportunity to sow possibility and hope
- collaborate with other team members partner organisation staff to ensure that families are served by all team members as and when appropriate
- participate with other members of the team in an assertive approach to case management (creative persistence – doing all that's necessary to support clients in achieving their goals)
- regularly monitor and review client progress
- 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 clients 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)
- facilitate opportunities for life-enhancing activity and connections between family members and the wider / mainstream 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
- review case plans and client outcomes
- 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 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
- apply a diligent approach to the principles of confidentiality and privacy
- be a strong ambassador for the Wesley Homeless Services team.



5.1.1 Performance Measures

- all families receive a genuine No Wrong Door response
- all supported family members receive culturally appropriate and safe support and connection
- observations and feedback evidence client interactions in keeping with our required approach and consistent with Wesley Mission's values and codes of ethics and conduct
- all supported family members have case plans, as well as all necessary assessments and measurement tools
- 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
- 100% of ROSH reports are submitted with accuracy and within required timeframes

5.2 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 – leaving homelessness for good
- supervise activities of nominate 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
- 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 Employee Contribution & Development template 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

- fortnightly team meetings have been attended
- external clinical supervision has been received at least quarterly (preferably monthly) pro rata
- 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

- 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
- 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 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-mandated CIMS data collection system
- 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
- ensure all data collection and reporting is timely and in line with funding body and organisational requirements

Wesley Homeless Services

Our Teams

Team casework in Wesley SHS

- **Teams within a team** – we are members first of the collection of teams that make up Wesley SHS. Likewise the greater CAFC team and ultimately of the greater Wesley team.
- **The whole team** – the entirety of the team – its varied expertise, range of personalities, everything – is brought to bear in the support of every client.
- **Premised on relationships** – clients legitimately relate to all team members rather than to an assigned worker who happens to be a member of that team. 'Intimacy' is important.
- **Shared successes**
- **From within is better** – whenever possible, a client's needs are met from within the team in preference to brokering in external supports.
- **Reliable, Persistent, Enduring** – we don't withdraw when clients disengage. We return to the drawing board when support initiatives fail and when support relationships sour. We look for creative opportunities to remove obstacles and barriers, or to accelerate engagement and support activity. Whatever it takes for as long as it takes.
- **Champions of hope** – We hold onto 'hope' even when those we support do not or cannot.
- **Gentle** – team members are not just thrust upon clients. Clients are not powerless in decisions about who supports them or about what they are required to discuss with particular team members.
- **Person-centred and trauma-informed**
- **Professional** – 'intimacy' does not disregard professional boundaries and it does not imply that support relationships are without a certain discrepancy and unfairness.
- **Vulnerability transfer** – the team can easily be undermined by unfairness or discord, or be compromised by a renegade or underperforming colleague. But here the greater vulnerability rests with the team rather than the client.
- **Good for clients** – clients form multiple attachments and relationships which can reduce unhealthy dependence, promote security because support eggs aren't in just one basket, and improve continuity when staff change or a relationship sours. Clients notice a group of people who rally in support.
- **Good for staff** – staff never carry alone the weight of all of one client's needs. They share the burden of decision making and can cover one another seamlessly when the needs of multiple clients intensify at once. No one team member has a tougher workload than another. Successes are shared and setbacks are shared.

"If you want to build a ship, don't drum up people to collect wood and don't assign them tasks and work, but rather teach them to sing for the endless immensity of the sea."
(Hansen on Saint-Exupéry)

wesleymission.org.au

Do all the good you can because every life matters



- be an advocate of the Wesley Mission brand, ensuring brand compliance and use of correct templates.

5.3.1 Performance Measures

- contract numbers are achieved
- team data to support monthly internal reports is accurate and timely (data entry is up to date on the 1st business day of each month)
- external reports including information system extracts and uploads are accurate and timely (successful Validata uploads are achievable within the 1st week of each month)
- WHS incident reports and other internal alerts and reports are accurate and timely (within 24 hours)

5.4 Our financials

- complete credit card returns accurately and on time, and obtain/retain all relevant receipts
- respond quickly to accommodation vacancies to avoid incurring vacancy charges
- 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.

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
- transitional properties are re-tenanted within 3 weeks of becoming vacant
- responsible care is taken of allocated equipment
- responsible care is taken of pool cars and team assets.

6 Professional responsibilities

- practice within the guidelines described in the Wesley Mission Codes of Conduct and Ethics and other statutory requirements
- as directed, other activities to support the delivery of the Wesley Homeless Services Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's Standard policy and procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor



- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- participate on a quarterly basis in Wesley Mission's Employee Contribution and Development process
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- 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 Selection criteria

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

Demonstrated behaviours

- 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 to the described features of our support model
- demonstrated understanding and strict compliance with the protocols, policies and procedures concerning privacy, dignity and confidentiality
- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- demonstrated ability to relate well to a range of people with sound listening and problem-solving skills
- confidence, professionalism, strong initiative and insight
- emotional maturity and resilience.

Essential skills/knowledge

- qualifications and experience relevant to the provision of quality accommodation, care and supportive services for families
- in relation to homelessness and families, willingness to contribute knowledge in establishing procedures, supervise various work-functions, and provide specialist expertise or advice
- understanding of homelessness and an ease in providing warm and credible empathy to families 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 for families
- 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
- knowledge and experience relevant to responding to children at risk of serious harm
- 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
- drivers licence and required security checks
- local, sector or organisational knowledge
- knowledge of sector practice guidelines, information systems and outcome measures, and of relevant statutory requirements.