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# Information Pack

## *Case Worker full-time permanent 35 hours per week Service Stream 5*

Tamworth Family Support Service (TFSS) is looking for a Case Worker to be part of the Youth Homelessness Team in Tamworth. The successful applicant will be able to work independently, relate well to young people from all backgrounds particularly those with complex needs who are experiencing crisis.

We aim to work in collaboration with other support services to address barriers that are preventing young people from accessing stable and affordable housing. We provide support to people aged 16-24 years. The Priority client groups for this Service are:

- Young people
- Aboriginal young people (this program has a set target of 30% for Aboriginal clients)
- Young parents.

This Service is required to deliver targeted support to the following client groups:

- Young people with complex needs
- Young people leaving care or other institutions without suitable accommodation into which to exit
- Young people from culturally and linguistically diverse backgrounds.

All staff are valued and respected and are presented with genuine opportunities to develop to their full potential. TFSS also recognises the importance of a healthy work/life balance, and you will enjoy some flexibility in your working hours if required.

Remuneration for this role will be paid at an hourly rate of between \$34.04 and \$42.25 dependent on relevant skills and experience. In addition, salary packaging benefits are available for TFSS staff, where you can package up to \$15,900 tax- free per annum.

### **Included in the package you will find:**

- The Job/Position Description including the Competencies and Outcomes required for the position.

**Please return your expression of interest(s) to:** Human Resources Officer  
TFSS  
P.O. Box 1088  
TAMWORTH NSW 2340

or via email to: [applications@tfss.com.au](mailto:applications@tfss.com.au)

### **Please ensure that you include the following in your application;**

- Your up to date resume, including three work-related referees (a minimum of one must be from within the previous 3 years) and,
- A cover letter outlining how you meet each of the Competencies as listed in the position description.

### **Selection for interview will be based on:**

- Applicants returning the above documents, and satisfactorily demonstrating how they meet each of the competencies and Outcomes

**For more information contact:** Annette Pascoe  
Service Stream 5 Manager  
Ph- 02 6763 2333

**Applications close when the position is filled**

| Position Description              |   |
|-----------------------------------|---|
| 1. Position Title                 | Case Worker   |
| 2. Service                        | Youth Homelessness  |
| 3. Program                        | Tamworth Youth Homelessness Support Service (TYHSS)   |
| 4. Location                       | Tamworth  |
| 5. Reporting Manager/ Team Leader | Service Stream 5 Manager/ Team Leader Youth Refuge  |
| 6. Relevant Award(s)              | Social, Community, Homecare and Disability Services (SCHADS)<br>Industry Award (MA000100)           |
| 7. Classification                 | Social and community services employee, Level 3 or 4<br>dependant on qualifications and experience. |
| 8. Position Terms                 | Full-time permanent   |
| 9. Probationary Period            | 6 Months  |

| Criteria and Competencies   |
|---|
| <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>I. Tertiary qualification in related discipline, or Associate diploma with relevant experience or Diploma with extensive experience.</li> <li>II. Demonstrated ability to use initiative be self-directed and work as part of a team.</li> <li>III. Demonstrated experience working with young people.</li> <li>IV. Demonstrated experience in case management.</li> <li>V. Understanding of cultural issues with the ability to work with minority groups such as those of Aboriginal and Torres Strait Islander and non-English speaking backgrounds.</li> <li>VI. Understanding of child protection and mandatory reporting requirements.</li> <li>VII. Driver's Licence</li> <li>VIII. Registered and comprehensively insured motor vehicle.</li> <li>IX. Working with Children Check employee number</li> <li>X. Proof of COVID -19 vaccination</li> </ul> |
| <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>I. An understanding of the TFSS Programs</li> <li>II. Demonstrated knowledge of Work, Health and Safety (WHS) practices and guidelines</li> <li>III. Understanding of the demographics and relevant issues within the geographical area of the program.</li> </ul>  |

| Organisation Objectives  |
|--|
| <p>TFSS is a non-government, community based organisation that has been delivering services to families in Tamworth since 1979. It has more than 90 staff across all programs, with offices in Tamworth, Armidale, Inverell, Gunnedah, Narrabri, and Moree.</p> <p>TFSS comprises of multiple funded programs. These include Government funded programs that are free to the community. The aim of TFSS is to provide help to people in need, ensuring each client receives professional and appropriate services and referrals.</p> |

**TFSS Vision**

Thriving Communities, Endless Possibilities

**Mission**

We work toward achieving our vision through our purpose, which is to:

1. Strengthen and improve social and personal well-being for individuals, families, and communities;
2. Promote access, equality, and social justice; and
3. Deliver services of quality and value.

**TFSS Values**

TFSS is supported by a set of values which guide the way we work, make decisions, and provide services.

We define these values as:

- Diversity: To accept and appreciate differences
- Integrity: To always act with honesty and professionalism
- Community: To have a sense of responsibility and contribution
- Leadership: To utilise our position to drive change
- Partnerships: To work collaboratively to deliver the best outcomes

**Program and Position Objectives**

- The Tamworth Youth Homelessness Support Service will provide client-centred homelessness support services including prevention and early intervention, rapid rehousing, crisis and transition responses, and intensive responses for young people with complex needs, and young parents.
- The Service will identify young people, including young parents, who are at imminent risk of homelessness and support them to remain safely in their existing housing, or where appropriate use a range of approaches to assist young people to secure and sustain safe and stable housing. The Service will ensure young people who become homeless are supported to be rapidly and safely rehoused, and once accommodation has been secured will receive post-crisis support to assist them to maintain the accommodation.
- Services will be delivered from Tamworth, and outreach to outlying communities via collaboration with schools and other agencies who work with young people, such as Juvenile Justice, Health and Headspace will be undertaken when required.
- The young people will also be supported by intensive case management to address the issues that have led to them becoming homeless. Support provided will be based on individual needs with the Service having the capacity to increase or decrease the level of support as needed to enable the young person to stabilise their housing. Pre-exit support planning may also be required for those in institutional settings.
- A key focus of the Service is to ensure young people are supported to access, maintain or re-enter education, training and/or employment.
- The Service must have specialist skills, knowledge, experience, and capabilities to respond to young people and young parents, and their specific needs.
- The Service will identify hot spots where young people are sleeping rough and undertake assertive outreach to link them with appropriate support services, including accommodation, health services and income support as appropriate.

### Program and Position Objectives

- The Service will contribute to the Premiers Priority to reducing homelessness by participating in street counts and identify hot spots where people are sleeping rough and undertake assertive outreach to link them with appropriate support services, including accommodation, health services and income support as appropriate.
- The Service will Implement the use of the VI-SPDAT/By-Name-List where appropriate
- The Service will work collaboratively with the community housing provider in streamlining those clients who are referred to the service due to requiring temporary accommodation
- The Service will operate in a cooperative and collaborative service network of community, NGO and government service providers all working in partnership to deliver effective integrated services to people at risk of homelessness or those who are already homeless in the area. The Service will work in an integrated way with local youth homelessness services and other youth and young people’s services in the district.
- The Service will have collaborative arrangements with specialist support services (such as education, training and employment, mental health, drug, and alcohol services) to facilitate access for their clients with complex needs. Service Providers are strongly encouraged to develop partnerships with local social housing providers and their range of products and services.
- Case coordination will be comprehensive and will ensure young people are provided with multiple services that are more intensive than the provision of information and referral only. This may include but is not limited to advocacy, assisted referral and brokerage.
- The Service will provide access to brokerage funding to tailor service responses to the individual needs of clients as part of their case plan, including facilitating the purchase of services (e.g., case worker) and goods (household furniture), or a responsive and timely approach to resolving critical issues to move a client to housing stability.
- A significant number of clients assisted by this Service will be Aboriginal. It is expected you will form close working partnerships with local Aboriginal service providers and organisations such as Aboriginal Land Councils. Strong links to the Aboriginal communities in the target locations are required.

### Key Capabilities

| Stream   | Descriptor                             | Tier  |
|--|--|---|
| <b>Community and Interagency Relations</b><br>(Community engagement, sectoral awareness and working collaboratively with other stakeholders in formal and informal partnerships) | Networks and Stakeholders<br>Community | <b>1.1.1</b> Utilises own community networks to achieve established outcomes.<br><b>1.1.2</b> Contribute to staff forums and meetings about key community issues.   |
|  | Partnerships and collaboration         | <b>1.2.2</b> Participates effectively in networks and community meetings to advance organisational objectives.<br><b>1.2.3</b> Works collaboratively with other organisations in formal and informal partnerships to achieve client outcomes. |
|  | Social Justice                         | <b>1.2.5</b> Demonstrates commitment to social justice and social inclusion.  |

| Key Capabilities  |  |  |
|---|--|--|
| Stream  | Descriptor   | Tier   |
| <b>Professionalism</b><br>(Skills associated with professional conduct such as self-management, ethical behaviour, taking responsibility, problem solving and initiative)                             | Time Management  | <b>2.2.1</b> Manages time and uses tools effectively to assist with planning and organising.   |
|   | Ethics   | <b>2.4.2</b> Models organisational values and preferred behaviours and promotes the Code of Conduct.   |
|   | Taking Responsibility  | <b>2.1.3</b> Takes responsibility for work outcomes and enacts authority as defined in the Position Description.   |
|   | Problem solving  | <b>2.1.4</b> Demonstrates common sense and uses established strategies to solve routine problems.  |
| <b>Communication</b><br>(All forms of communication, such as advocacy, negotiation, written and verbal communication and interpersonal style)   | Initiative and Enterprise  | <b>2.1.5</b> Contributes to ideas for improved ways of working.  |
|   | Advocacy   | <b>3.2.1</b> Advocates for clients to advance their interests  |
|   | Written Communication  | <b>3.1.2</b> Provides accurate written information using forms, log books, templates appropriate to the task.  |
|   | Verbal Communication   | <b>3.1.3</b> Speaks politely and explains issues and information clearly to clients, members, and colleagues.  |
| <b>Leadership and Teamwork</b><br>(Leadership and challenges associated with working together, such as dealing with difference, conflict, shared goals, and team morale)                              | Public   | <b>3.1.4</b> Participates actively in staff meeting and shares information to improve work environment outcomes.   |
|   | Interpersonal Skills   | <b>3.2.5</b> Demonstrates appropriate interpersonal skills, active listening, empathy, social awareness and emotional intelligence in verbal communications. |
|   | United Vision  | <b>4.1.1</b> Maintains enthusiasm and understands own role in achieving the organisational mission.  |
|   | Strategic Focus  | <b>4.1.2</b> Follows work plan and prioritises key tasks.  |
| <b>Resources, Assets and Sustainability.</b><br>(Necessary skills in the effective use of financial resources, assets and equipment as well as building the organisation's assets and sustainability. | Team Dynamics  | <b>4.1.3</b> Openly shares information, participates, and contributes to team discussion.  |
|   | Conflict Management  | <b>4.1.4</b> Consider the views of others and aims for team cohesion.  |
|   | Diversity  | <b>4.1.5</b> Values diversity in the team and supports colleagues  |
|   | Procurement  | <b>5.1.3</b> Makes low cost purchases and achieves value for money.  |
| Equipment and assets  | <b>5.1.4</b> Takes care when using and maintaining equipment and aids. |  |

| Key Capabilities   |   |   |
|--|---|---|
| Stream   | Descriptor  | Tier  |
| <b>Service Delivery</b><br>(Working with a broad range of clients, communities, and stakeholders, maintaining awareness of client issues, and ensuring client dignity and confidentiality)                       | Reflective Practice<br><br>Knowledge of client issues<br><br>Client Outcomes<br><br>Diversity<br><br>Client confidentiality and dignity | <b>6.2.1</b> Demonstrates reflective and evidence based practice.<br><b>6.2.2</b> Builds knowledge of client issues and requirements to improve practice<br><b>6.2.3</b> Provides clients with high quality service and appropriate referrals<br><b>6.3.4</b> Supports team to value and work effectively with client diversity<br><b>6.4.5</b> Fosters a culture of respect for clients confidentiality and dignity  |
| <b>Program Management and Policy Development</b><br>Necessary skills in the management of programs, campaigns, projects, and contracts as well as policy development and implementation to guide work practices. | Achieving Results<br><br><br>Complaints handling and continuous improvement   | <b>7.2.3</b> Ensures clarity of understanding of required work, fulfils program and project responsibilities, and achieves performance targets.<br><b>7.2.5</b> Utilises feedback from complaints to improve programs and reviews own performance   |
| <b>Change and Responsiveness</b><br>(Adapting to a change environment, responding to new and emerging trends through skill acquisition, the use of technology and creative and innovative work practices)        | Change adaptability<br>Multi-skilling<br><br>Creativity and Innovation<br><br>Technology<br><br>Learning and Development                | <b>8.1.1</b> Maintains a positive approach to change and adapts to new or different ways of working.<br><b>8.1.2</b> Takes advantage of opportunities for learning and growing skills.<br><b>8.1.3</b> Identifies opportunities to do things better, develops ideas with others and assists with the implementation of routine change.<br><b>8.2.4</b> Supports the use of new technology and develops skills to master new technology.<br><b>8.1.5</b> Prepares own development plan in consultation with Service Stream Manager |
| <b>Governance and Compliance</b><br>(Systems and processes to implement the strategic plan and the management of quality, risk, WHS and legislative compliance)  | Strategy<br><br>Quality<br><br>Risk Management<br><br>WHS<br><br>Legislation and Compliance   | <b>9.1.1</b> Achieves targets in work plan and understands link with strategic goal.<br><b>9.1.2</b> Ensures that own work meets the organisations quality requirements<br><b>9.1.3</b> Ensures that risks are identified and reported in own work context.<br><b>9.1.4</b> Ensures safety of self and others in work environment<br><b>9.2.5</b> Is aware of relevant legislation and licensing requirements and ensures compliance in work practice   |

| Position Specific Function |  |                                     |
|----------------------------|--|-------------------------------------|
| Key Performance Area       | Expected Outcomes  | Key Performance Indicator/s         |
| Key Competencies           | <ul style="list-style-type: none"> <li>• Build and maintain a professional rapport with each service program within TFSS;</li> <li>• Implement an understanding of the Children and Young Persons (Care &amp; Protection) Act [1998];</li> <li>• Prioritise to achieve the objectives of TFSS and the objectives of each program;</li> <li>• Provide appropriate communication based on the audience receiving;</li> <li>• Follow processes and systems to maintain accurate records.</li> </ul>   | As per TFSS policies and procedures |
| Responsibilities           | <p>To contribute to the operational objectives of the work area, a position at this level may include some of the following:</p> <p>Undertake responsibility for various activities in a specialised area;</p> <ul style="list-style-type: none"> <li>• Exercise responsibility for a function within the organisation;</li> <li>• Allow the scope for exercising initiative in the application of established work procedures;</li> <li>• Assist in a range of functions and/or contribute to interpretation of matters for which there are no clearly established practices and procedures although such activity would not be the sole responsibility of such an employee within the workplace;</li> <li>• Provide administrative support requiring a high degree of judgment, initiative, confidentiality, and sensitivity in the performance of work;</li> <li>• Assist with or provide a range of records management services, however the responsibility for the records management service would not rest with the employee;</li> <li>• Proficient in the operation of applicable computer programs;</li> <li>• Supervise a limited number of lower classified employees or volunteers;</li> <li>• Allow the scope for exercising initiative in the application of established work procedures;</li> <li>• Deliver single stream training programs;</li> <li>• Co-ordinate elementary service programs;</li> <li>• Provide assistance to senior employees;</li> <li>• Where prime responsibility lies in a specialised field, employees at this level would undertake at least some of the following: <ul style="list-style-type: none"> <li>– undertake some minor phase of a broad or more complex assignment;</li> <li>– perform duties of a specialised nature;</li> <li>– provide a range of information services;</li> </ul> </li> </ul> | As required                         |

| Position Specific Function                                    |   |                                     |
|---|---|-------------------------------------|
| Key Performance Area  | Expected Outcomes   | Key Performance Indicator/s         |
|   | <ul style="list-style-type: none"> <li>– plan and co-ordinate elementary community-based projects or programs;</li> <li>– perform moderately complex functions including social planning, demographic analysis, survey design and analysis.</li> </ul>  |                                     |
| Workplace Standards   | <ul style="list-style-type: none"> <li>• Comply with the Quality Improvement Policy;</li> <li>• Promote and demonstrate a commitment to continuous improvement across TFSS;</li> <li>• Understand and comply with TFSS policies, procedures, and workplace standards;</li> <li>• Maintain and ensure privacy and confidentiality;</li> <li>• Take active responsibility for your own wellbeing in the workplace and gain assistance if required;</li> <li>• Use TFSS resources efficiently and effectively and treat them with due care;</li> <li>• Advise your manager of any obligations in relation to secondary employment;</li> <li>• Report any improper conduct;</li> <li>• Assist in the general maintenance, cleanliness, and presentation of workplace facilities.</li> </ul> | As per TFSS policies and procedures |
| Skills, knowledge, experience, qualifications and/or training | <ul style="list-style-type: none"> <li>• Sound skills in oral and written communication with clients and other members of the public;</li> <li>• Thorough knowledge of work activities performed within the workplace;</li> <li>• Sound knowledge of procedural/operational methods of the workplace;</li> <li>• May utilise limited professional or specialised knowledge;</li> <li>• Working knowledge of statutory requirements relevant to the workplace;</li> <li>• Ability to apply computing concepts.</li> </ul>  | As required                         |
| Organisational relationships                                  | <ul style="list-style-type: none"> <li>• Graduates work under direct supervision</li> <li>• Works under general supervision except where this level of supervision is not required by the nature of the responsibilities undertaken (<i>see Responsibilities above</i>);</li> <li>• Operate as member of a team;</li> <li>• Supervision of other employees.</li> </ul>  | As required                         |
| Finance and Administration                                    | <ul style="list-style-type: none"> <li>• Accurately and objectively report feedback;</li> <li>• Ensure completion of timesheets and have them sent through to the Service Stream Manager weekly/fortnightly;</li> <li>• Ensure all appropriate receipts and travel claims are sent through with time sheets.</li> </ul>   | As per TFSS policies and procedures |



| Position Specific Function       |   |  |
|----------------------------------|---|--|
| Key Performance Area             | Expected Outcomes   | Key Performance Indicator/s  |
| Professional Development         | <ul style="list-style-type: none"> <li>Actively participate in 1:1/supervision;</li> <li>Assist management to identify employee's own professional development needs;</li> <li>Attend relevant professional development opportunities in order to fulfil your role;</li> <li>Participate in cultural competencies, training, and activities;</li> <li>Where required, provide in-house training to other TFSS staff at the completion of training attended outside the service;</li> <li>Actively participate in a service evaluation and staff appraisals, review of job descriptions;</li> <li>Attend relevant meetings in relation to your role.</li> </ul>  | <p>Successful completion training courses</p> <p>Applied knowledge and skills in the workforce</p> |
| Safety & Risk Management         | <ul style="list-style-type: none"> <li>Take reasonable care of your own health and safety;</li> <li>Take reasonable care that your own acts or omissions do not adversely affect the health and safety of others;</li> <li>Comply, so far as you are reasonably able, with reasonable instructions, policies, and procedures to assist TFSS to comply with the Work Health and Safety Act;</li> <li>Raise any concerns in relation to WHS with your Health and Safety Representative or Manager;</li> <li>Report all accidents, incidents, injuries, hazards and equipment faults to your Supervisor, Manager or Health and Safety Representative immediately;</li> <li>Report to work in a fit and proper condition, so that you are able to competently undertake your duties.</li> </ul> | As per TFSS policies and procedures  |
| Client Safety & Child Protection | <ul style="list-style-type: none"> <li>Provide a safe, comfortable physical environment for clients and their children;</li> <li>As a mandatory reporter you have a legal obligation to report to the Community Services Helpline any incidences of child abuse and neglect or if you have reasonable grounds to suspect that a child is at risk of harm to children and/or young people;</li> <li>Report any misconduct committed by staff against a person under 18 years;</li> <li>Ensure that your actions do not expose clients or children to harm;</li> <li>Assist in the reporting any complaints and investigation of all relevant issues as prescribed by the NSW Ombudsman Act 1974 (NSW).</li> </ul>  | As per Children's and Young Person's (Care and Protection) Act<br><br>Chapter 16 A                 |
| Professionalism and Conduct      | <ul style="list-style-type: none"> <li>Work as part of a team in delivering quality outcomes for TFSS;</li> <li>Maintain professional relationships with TFSS program, Funding Body/s, community at large and all relevant stakeholders.</li> </ul>   | As per TFSS policies and procedures  |

| Position Specific Function |   |                                     |
|----------------------------|---|-------------------------------------|
| Key Performance Area       | Key Performance Area  | Key Performance Area                |
| Complaints                 | <ul style="list-style-type: none"> <li>All complaints are acted on and handled within policy;</li> <li>Manager is aware of complaints immediately.</li> </ul> | As per TFSS policies and procedures |

| Extent of Authority  |
|--|
| <ul style="list-style-type: none"> <li>Act within policy and procedure;</li> <li>Graduates receive instructions on the broader aspects of the work;</li> <li>Freedom to act within defined established practices;</li> <li>Problems can usually be solved by reference to procedures, documented methods, and instructions;</li> <li>Assistance is available when problems occur.</li> </ul> |

| Decisions that are Referred to your Manager  |
|--|
| <ul style="list-style-type: none"> <li>All issues that require a sign off/approval from the Service Stream Manager or those with the delegation of authority to do so;</li> <li>Issues outside of policy guidelines;</li> <li>Complaints from families or service providers;</li> <li>Requests for new business from Funding Bodies;</li> <li>Complaints from Funding Bodies.</li> </ul> |

| Conditions of Employment:  |
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| <p>All TFSS workers are bound by the terms and conditions contained within the:</p> <ul style="list-style-type: none"> <li>TFSS Letter of Engagement;</li> <li>The Position Description;</li> <li>The relevant Industrial Award (s);</li> <li>TFSS Policies and Procedures and program specific protocols and guidelines;</li> <li>The TFSS Code of Conduct, as amended and endorsed by the TFSS Board of Directors from time to time.</li> </ul> <p>It should be noted that you may need to perform other duties within your competence and knowledge as directed from time to time to meet our operational needs and we (TFSS) reserve the right to vary the above position description at any time in response to the changing needs of the program and organisation.</p> |



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Employee's Signature

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Dated

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Employee's Name

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CEO/Manager's Signature

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Dated

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CEO/Manager's Name