

Housing Support Workers

BOURKE OFFICE

EMPLOYMENT APPLICATION and INFORMATION PACKAGE

Thank you for the interest expressed in the advertised position for a career with CatholicCare Wilcannia-Forbes Limited.

This Package contains:

- Position Advertisement
- Selection Criteria
- Position Description
- Application for Employment form
- Information leaflet "Working with CatholicCare Wilcannia-Forbes Ltd"

If you wish to apply for this position, your completed application must include:

1. A Cover Letter
2. Responses to the Selection Criteria
3. Current Resume
4. Completed and signed Application for Employment form

Submit your application before **5.00 pm Wednesday 7 May 2025** to:

Email: careers@ccwf.org.au

Post: HR Department
CatholicCare Wilcannia-Forbes Limited
PO Box 957
FORBES NSW 2871

If you have any questions about the vacancy or the application process, please contact the HR Department on **02 6850 1788**. See also our guidelines on submitting applications at <https://ccwf.org.au/about-us/employment/>

CatholicCare is committed to being a Child Safe Organisation by implementing effective child safe policies and practices to safeguard children and young people from harm. Therefore, the selected candidate will need to possess a Working With Children Check number. If you do not possess a Working With Children Check number already, please visit the Office of the Children's Guardian website to assist you in obtaining a Working With Children Check number.

<https://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check>



Housing Support Workers BOURKE OFFICE

CatholicCare Wilcannia-Forbes Ltd is a not-for-profit organisation, providing a broad range of programs and services caring for the wellbeing of individuals, families, and communities, especially the vulnerable and at risk.

From humble grass roots beginnings, we have grown to be a vital organisation with over 100 staff serving thousands of individuals in our wide-stretching community. We are extremely proud of our history and our story so far; we can't wait to add more chapters.

We are seeking two passionate individuals to join our **Specialist Homelessness Service (SHS) Team**. Do you have experience within the Community Housing or Social Services areas, or are you looking to challenge yourself and try something new, broaden your horizons and experiences and make a real difference in the lives of people in our communities, in the area of homelessness? If yes, this is the role for you!

In this role, you will provide early intervention and prevention, advocacy, case management to clients and be available for an on-call roster.

We have **one full-time and one part-time position** available with maximum term contracts until 26 June 2026 and if further funding is made available, additional contracts may be offered.

The benefits of working with us:

- Attractive hourly rate starting from \$36.46 (dependent on experience, skills, and qualifications)
- Salary Packaging – package up to \$15,900 per year tax free!

CatholicCare believes that merit-based recruitment is key to maintaining a sustainable and developing organisation, the most capable and motivated staff, and high-quality services to clients. Merit-based recruitment is free of discrimination and provides opportunities for workforce diversity.

For an Information Package please visit:

Website: ccwf.org.au/about-us/employment/

Email: careers@ccwf.org.au

Phone: 02 6850 1788

Applications close: 5.00 pm Wednesday 7 May 2025



Selection Criteria

Housing Support Workers

Please address each of the below essential selection criteria with your application. Your responses will assist with shortlisting applicants.

Essential:

1. Understanding and knowledge of providing support for clients experiencing homelessness and domestic violence.
2. Willingness to attend training and development opportunities to improve knowledge and skills.
3. Experience in providing support under a case management framework.
4. Commitment to undertake on-call roster responsibilities.
5. Strong personal values and a commitment to working within the ethos of a Catholic organisation.

Selection Criteria

When applying it is important to prepare an application that demonstrates why you are the best person for the job and how your skills, knowledge and experience match the selection criteria. Applicants need to provide written responses to the essential criteria.

Helpful Hints

Try these hints when addressing the **selection criteria**:

- Open with a positive statement showing why you have the required skill.
- Provide an outline of a situation where you have used the skill.
- Outline your role or responsibilities in this situation.
- Outline the actions you took to achieve the tasks.
- Describe the results of your actions.
- Remember to use relevant examples and use dot points where appropriate.

A guide to some key words used in the Selection Criteria

Demonstrated knowledge of skill – give examples that prove you have knowledge or possess the particular skills required.

Ability to – you may or may not have done this kind of work before. If you haven't you may have some transferable skills, knowledge and experience. Describe things you have done which prove you could do this kind of work, for example, if you need finance ability, have you managed your household budget?

Experience in – you need to show you have done this work before. Give examples.

Effective, proven, highly developed – these are all asking you to show your level of achievement. Give as much detail as you can while keeping it brief. Give actual examples of your achievements.

Sound communication skills – describe your experience in dealing with people, examples of problems you have solved using your communication skills.



Position Description



Position:	Housing Support Worker
Direct Reports:	N/A
Department:	Delivery
Portfolio:	Safe Homes
Line Leader:	Delivery Leader (Safe Homes)

1. Purpose

Delivery of the Specialist Homelessness Service in accordance with CCWF vision, mission, and values.

The primary purpose of this role is to provide services that assist vulnerable clients, individuals, or families, to avoid the risk of homelessness and assist people experiencing homelessness including those experiencing domestic and/or family violence in Bourke and surrounding LGA's. Priority target groups for this Service are young people, women, men, families including those experiencing domestic and family violence and Aboriginal clients. The role will support clients across the spectrum of needs (low, medium, and high) through the following approaches:

- Early intervention and prevention through outreach to sustain existing tenancies identified at risk and those who are inappropriately accommodated (such as living in overcrowded housing).
- Supported crisis and transitional accommodation with an emphasis on exiting the client into stable housing.
- Immediate interventions and support to clients experiencing domestic and/or family violence to remain in the family home or to be safely rehoused.
- Post crisis support to help clients resolve any issues that caused their homelessness in order to prevent any future episodes.

2. Accountability

Area of Accountability		Responsibility	Measurable Outcome
Safe Homes	Delivery	<p>Support Worker</p> <p>Section A</p> <p>100%</p> <p>Delivery</p> <p>Assess clients' needs to determine the most appropriate support including.</p> <p>Intervening early to prevent homelessness response which includes:</p> <ul style="list-style-type: none"> • Promoting awareness of the causes of homelessness and the early warning signs and factors indicating that a person may be at risk of becoming homeless. 	<ul style="list-style-type: none"> • Achieve delivery of Service Plan • Achieve Activity Targets • Monthly reporting completed • Tenancy support/education sessions facilitated with clients to sustain their tenancy

				<ul style="list-style-type: none"> • Working closely with ‘first-to-know’ services to identify people at risk of becoming homeless. • Working in conjunction with relevant services, to provide personal, emotional, and practical support to help people at risk of becoming homeless to stay housed. • Working with Staying Home Leaving Violence and other domestic violence services to assist victims of family and domestic violence to stay safely housed. • Working with others to promote innovation in housing solutions. • Facilitating access to income support, other financial help, legal and/or financial advice, family support and mediation services and tenancy advice and support services. • Advocating on behalf of the client to help them access services and navigate the service system. • Helping the client to access education and employment opportunities and to build positive connections with family members, where possible, and with the broader community. • Providing and facilitating access to post-crisis support to sustain clients in their accommodation. • sustain clients in their accommodation. <p>Rapid rehousing response – which includes:</p> <ul style="list-style-type: none"> • Collaborating with real estate agents and social housing providers that facilitate access to long-term accommodation. • Assessing clients within 24 hours of becoming homeless to determine whether a rapid re-housing service response is feasible and appropriate. • Developing and commencing to implement individual rapid re-housing case plans for suitable clients within 48 hours. • Providing follow-up support as needed to help clients who have been rehoused to sustain their tenancy. <p>Crisis and transition response – which includes:</p> <ul style="list-style-type: none"> • Providing safe short-term or medium-term accommodation while the client’s homelessness is resolved. 	
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			<ul style="list-style-type: none"> • Providing case management and support to mitigate the impact of the immediate crisis. • Helping to connect the client to other services, including employment, education, and training, and to positive and safe family and community networks. • Working with the client towards exiting these temporary arrangements into safe and affordable long-term housing. • Providing post-crisis support to support the client to stay housed after crisis. • Rostered on call duties <p>Intensive responses for client with complex needs – which includes:</p> <ul style="list-style-type: none"> • Providing intensive, multi-disciplinary support needed for clients entrenched in homelessness. • Providing a “housing first” approach based on helping the client to access and establish permanent housing linked to intensive and integrated support. • Working with the client and other agencies to undertake multidisciplinary case planning where multiple providers work together to wrap-around the services needed to address the client’s needs. • Providing assertive outreach. <p>Minimum Client target number of 45 per annum.</p>	
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Functional Key Responsibilities	
CatholicCare Core Values	<ul style="list-style-type: none"> • Act consistently with CatholicCare values, challenges practices inconsistent with these values, and uses values as a basis for managing relationships and decision making.
Workplace Health & Safety (WH&S)	<ul style="list-style-type: none"> • Adhere to WH&S policies and procedures to ensure a safe work environment for team member, clients, contractors, and visitors. • Identify and report workplace, injury, hazards, and incidents immediately. • Implement all WH&S Management processes and systems. • Monitor the health and safety of team members, reporting issues or concerns immediately. • Participate in WH&S meetings, document implementation and review, site inspections / audits as required. • Promote and encourage positive health and wellbeing initiatives.

General	<ul style="list-style-type: none"> • Adhere to CCWF policies and procedures. • Conduct risk identification, assessment, and management procedures in all organisational activities. • Inspire and advocate the CCWF mission and values. • Ensure you actively participate in CCWF initiatives and fulfil all requirements in line with prescribed timeframes. • Other duties as requested.
Career Development	<ul style="list-style-type: none"> • Actively pursue ongoing personal and professional development in order to enhance personal and professional contribution to CatholicCare Wilcannia-Forbes. • Contribute to and attend regular supervision sessions with the supervisor as delegated and make effective use of supervision.
People	<ul style="list-style-type: none"> • Participate in organisational change management and encourage an innovative and service orientated culture. • Ensure you participate in the CatholicCare Induction process and probation/annual reviews are completed within prescribed timelines.
Risk and Governance	<ul style="list-style-type: none"> • Ensure you operate in line with CatholicCare policies and procedures. • Undertake responsible risk identification and management in relation to conduct of all business activities; and • Actively participate in risk reviews and scheduled audits.
Engagement & Communication	<ul style="list-style-type: none"> • Actively undertake activities to engage stakeholders. • Develop communication material to ensure internal and external stakeholders are kept informed. • Ensure clear and open communication with all internal and external stakeholders.

3. Sign off

I acknowledge that I have read and understand the above position description.

Employee Name:

Employee Signature:

Date:

This form can be completed electronically using Microsoft Word or by filling out a printed copy.

Part 1: Position Details				
Position Applying For				
Location:				
Part 2: Applicant Information				
Surname		First Name		
Residential Address		Postal Address		
Home Phone		Mobile No.		
Email				
Driver's Licence	Do you have a current driver's licence?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
		Expiry Date		
	Are you medically able to drive?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
<i>If "No" please provide details</i>				
Residency	<input type="checkbox"/> Australian Citizen <input type="checkbox"/> Permanent Resident <input type="checkbox"/> Entitled to Work by Visa	Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Indeterminate/Intersex/Unspecified	
If entitled to Work by Visa – provide details:				
Are you of Aboriginal or Torres Strait Islander Decent?			<input type="checkbox"/> Yes <input type="checkbox"/> No	
Part 3: Education History				
Course	Year	Institution		
Part 4: Other Relevant Training				
Training	Year	Institution		
Part 5: Employment History				
Position Held	Employer	From	To	No. of Yrs

Approved Date:	11/10/2023	Review Date:	10/10/2025
Version No:	6.0	Approved By:	Suzanne Piggott

**** Please attach your Curriculum Vitae / Resume ****

Part 6: Referees

Employment Referee No. 1

Name	
Position	
Business/ Agency	
Were they your supervisor?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If "No", the work relationship was	
Contact Phone Numbers	Work:
	Mobile:

Employment Referee No. 2

Name	
Position	
Business/ Agency	
Were they your Supervisor?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If "No", the work relationship was	
Contact Phone Numbers	Work:
	Mobile:

Part 7: Other Referees

Name	Relationship	Contact Number
1.		
2.		
3.		

**** Please note that only the preferred referee's will be contacted ****

Part 8: Child Protection

Please tick the appropriate boxes

In respect to child protection legislation in NSW, I acknowledge my obligations under the current legislation: <ul style="list-style-type: none"> • Children and Young Persons (Care and Protection) Act 1998 • Child Protection (Working With Children) Act 2012 • Child Protection (Working With Children) Regulation 2013 • Ombudsman Act 1974 	<input type="checkbox"/> Yes <input type="checkbox"/> No
My Working With Children Check Number (Paid Employee Check) is:	Expiry Date:
OR: I will provide my Working With Children Check number (paid employee check) to CatholicCare Wilcannia-Forbes if I am successful in obtaining the position applied for. Note: This is an essential requirement of the role.	<input type="checkbox"/> Yes <input type="checkbox"/> No
I understand that I may not apply for, or remain in child-related employment if I am subject to an interim bar, or if I am barred from child-related work.	<input type="checkbox"/> Yes <input type="checkbox"/> No

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Police Check – I hold a recent (last 30 days) Police Record Check? Note: This is an essential requirement of the role.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date acquired:	
Please advise of any matter that may impact you receiving a cleared Police Check or a WWCC.		Details:	

Part 9: Other Information

Please tick the appropriate boxes

Have you worked for CatholicCare Wilcannia-Forbes (formerly CentaCare Wilcannia-Forbes) previously?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you have any health issues or injuries which would prevent you from carrying out the full range of duties as described in the Position Description? If yes, please provide details:	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes to health issues or injuries, please provide details:	
How did you hear about this position with CatholicCare Wilcannia-Forbes?	
<input type="checkbox"/> Newspaper <input type="checkbox"/> SEEK <input type="checkbox"/> Jora <input type="checkbox"/> Radio <input type="checkbox"/> CatholicCare Wilcannia-Forbes Website	
If not one of the above, please tell us how you heard about this position:	

Part 10: Acknowledgement and Signature

I certify the information provided in this application form to be accurate. If I am the preferred applicant, I consent to CatholicCare Wilcannia-Forbes contacting my nominated referees, for the purposes of conducting reference checks. I am aware that a check of Police and Office of the Children's Guardian records will be conducted as part of an Employment Screening process and that the existence of a criminal record may affect my employment prospects.

Name		Date	
Signature			
Name of the person assisting with this application (if applicable)			
Name		Date	
Signature		Relationship to Applicant	

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CatholicCare Wilcannia-Forbes empowers **parents and children**, we offer **financial counselling and capability**, we support **families affected by domestic violence**, we have tailored help for **men and family relationships**, we provide **housing support** and we deliver initiatives to strengthen **Indigenous communities**.

We are CatholicCare Wilcannia-Forbes

Inspired by our Creator, the CatholicCare Wilcannia-Forbes team is committed to a mission of empowering individuals, families and communities of western NSW, enhancing their social, economic and emotional wellbeing and strengthening their network of support.

Our Vision

The CatholicCare Wilcannia-Forbes team **shares a vision of communities imbued with a spirit of justice**, where there is tangible respect for:

- The sacredness of all Creation
- The dignity of each person
- The inherent right of all to participate fully in our co-creative mission

PROUDLY PART OF THE CATHOLIC SOCIAL SERVICES NETWORK AND THE DIOCESE OF WILCANNIA-FORBES

THE DIOCESE
COVERS
52%
OF NSW



414,398
SQUARE
KILOMETRES



CatholicCare
Wilcannia-Forbes

OFFICES

Head Office Forbes

136 Lachlan St
Forbes
(02) 6850 1788

Bathurst

201 Rankin St
Bathurst
(02) 6334 2033

Bourke

38 Mertin St
Bourke
(02) 6872 1551

Brewarrina

16-18 Wilson St
Brewarrina
(02) 6872 1551

Broken Hill

261 Argent St
Broken Hill
(08) 8087 3477

Cobar

9a Barton St
Cobar
(02) 6836 2172

Condobolin

42 Bathurst St
Condobolin
(02) 6850 1777

Dubbo

2C/113 Darling St
Dubbo
(02) 6883 4600

Lake Cargelligo

21 Foster St
Lake Cargelligo
(02) 6898 1629

Narromine

12 Dandaloo St
Narromine
(02) 6889 4932

Nyngan

81 Pangee St
Nyngan
0419 688 183

Orange

2/121 Byng St
Orange
(02) 6360 0587

Warren

5 Burton St
Warren
0429 403 810

Wilcannia

56 Reid St
Wilcannia
(08) 8091 5639

Parkes

17 Church St
Parkes
(02) 6863 5426

SERVING
THE WHOLE
COMMUNITY

Aboriginal Families & Communities

- **Aboriginal Men's Programs:** individual support, group activities and community events with a focus on healthy living and healthy relationships. *Bourke, Broken Hill, Condobolin, Forbes, Narromine, Parkes.*
- **Aboriginal Family Health Services:** educational workshops, individual support, cultural programs and peer groups to support and educate Aboriginal families and communities. *Bourke, Narromine.*
- **Aboriginal Families as Teachers:** playgroups, home visits and other activities to help Aboriginal children aged 0-5 years successfully transition into early childhood education and school. *Bourke, Forbes, Narromine.*

Families & Relationships

- **Family and Relationship Services:** child development information, anger management courses, Dads in Schools programs, individual support and relationships support to help men and their families maintain positive relationships. *Condobolin, Forbes, Narromine, Parkes.*
- **Regional Family Dispute Resolution:** an impartial service for separated parents to assist with the resolution of parenting disputes and with reaching a post-separation parenting agreement that is in the best interests of the child. *Broken Hill.*
- **Men's Behaviour Change Program:** supports men who cause harm to change their behaviours that stem from deeply-entrenched attitudes that trigger domestic and family violence. Also provides support to female victim-survivors. *Bourke, Condobolin, Forbes, Narromine, Parkes.*
- **Broken Hill Children's Contact Service:** enables children of separated parents to have safe contact with family they do not live with, through facilitated changeover, supervised visits, off-site supervision, supported monitored visits, and unsupervised on-site visits. *Broken Hill.*

Financial Counselling

- **Financial Counselling:** Financial counsellors negotiate and advocate on behalf of people in financial hardship or at financial risk. Financial capability workers provide financial literacy workshops to individuals and groups in disadvantaged communities. *Multiple locations, inquire with CCWF.*
- **Financial Counselling for People Affected by Problem Gambling:** targeted assistance to support people affected by problem gambling. Also delivers education sessions to create awareness about gambling harm and encourage accessing support. *Multiple locations, inquire with CCWF.*
- **Financial Counselling for People Affected by Disaster:** helps people in declared disaster areas with information, advocacy and connection to holistic support services. *Multiple locations, inquire with CCWF.*

Homelessness & Domestic Violence

- **Specialist Homelessness Services:** support for people who are homeless or at risk of homelessness, including those experiencing domestic and family violence. *Bourke, Cobar, Condobolin, Cowra, Forbes, Grenfell, Lake Cargelligo.*
- **Staying Home Leaving Violence:** support for women with or without children who wish to stay in their own home or a home they choose while leaving domestic and family violence. *Cowra, Condobolin, Forbes, Grenfell, Parkes.*
- **Reconnect:** individual support, group work and education programs about housing, education and employment for people aged 12-18 years who are homeless or at risk of homelessness. *Bourke, Brewarrina.*
- **SistaCare:** provides peer support and education sessions to women who have experienced domestic and family violence with the aim to build supportive relationships and increase understanding, knowledge and confidence. *Bourke, Condobolin, Forbes, Lake Cargelligo, Narromine, Parkes.*

Mental Health & Wellbeing

- **Family Mental Health Support Service:** support for children and young people aged up to 18 who are showing early signs of, or at risk of developing a mental illness. *Bathurst, Broken Hill, Forbes, Orange, Parkes, Wilcannia and outreach to nearby towns.*
- **Family and Carer Mental Health Program:** education, support groups, individual support, and advocacy for people caring for someone with a mental illness/mental health challenges. *Multiple locations, inquire with CCWF.*
- **Sustaining Tenancies in Social Housing:** helps people living in social housing who are at risk of tenancy failure to address the issues that are affecting their tenancy. *Forbes, Parkes.*

Parents & Children

- **FamilyCare:** child development information, peer support groups, playgroups, individual support and home visits for families with children and young people up to the age of 18. *Bourke, Brewarrina, Broken Hill, Cobar, Condobolin, Nyngan, Parkes, Warren.*
- **Communities for Children:** playgroups, child development information, after-school and school holiday activities, and specialised services for families of children with a disability. *Dubbo, Narromine Shire and Wellington.*
- **Targeted Earlier Intervention:** playgroups, child development information, mentoring, peer support, individual support and community activities for families to improve the wellbeing of children. *Bourke, Broken Hill, Forbes, Lake Cargelligo, Narromine, Parkes, Wilcannia.*

**SERVING
THE WHOLE
COMMUNITY**