

POSITION DESCRIPTION	
Title	Support Worker
Program	Multiple Service Streams: Supported Accommodation Communities Outreach Youth Services
Reports to	Relevant Program Coordinator
Position Type	Casual
Hours of work	Casual positions are engaged on an as-required basis across a seven-day operation depending on service requirements. Shifts may include day, evening, overnight, weekend and public holiday work. There is no guarantee of ongoing or regular hours.
Employment Conditions	<p>Classification from Level 2.1 under the Crisis Assistance, Supported Housing Industry (Western Australian) Interim Award.</p> <p>The applicable level will be determined based on qualifications, experience and duties performed.</p> <p>Regional allowance and superannuation apply in accordance with Award and legislative requirements.</p> <p>A 25% casual loading is paid in lieu of paid leave entitlements, and penalty rates apply for weekend, public holiday and shift work, in accordance with the Award.</p> <p>Employee Benefits</p> <p>Access to the NWS Employee Assistance Program (EAP).</p> <p>Access to training and professional development opportunities</p>
About the Organisation	<p>Newman Women's Shelter (NWS) is a Not-For-Profit organisation providing Family and Domestic Violence (FDV) and support services across Newman and the East Pilbara region. Services include:</p> <p>Supported Accommodation: Emergency, Crisis, and Transitional housing</p> <p>Communities Outreach: Mobile Outreach Initiative, FDSV remote community support</p> <p>Emergency Relief: Food in the Park Project, financial assistance, and material aid</p> <p>Youth Services: Martu Night Patrol, Safe Space, Martu Youth Support</p> <p>Counselling Services: Specialist FDV and youth counselling</p> <p>Our Values: Integrity Humility Collaboration Accountability Excellence</p> <p>NWS is a culturally safe, diverse and environmentally conscious organisation. We are signatories of the Cultural Compact and recognise Nyiyaparli Traditional Owners of the Country on which Newman stands and the Martu people as the Custodians of Jigalong which sits in Nyiyaparli Country.</p>
Service Streams	<p>Casual Support Workers may be approved to work across one or more of the following service streams and programs. Approval is given for specific streams following induction, training and demonstrated competency.</p> <p>Supported Accommodation</p> <ul style="list-style-type: none"> • Emergency, crisis, transitional accommodation • Mobile outreach • Women's engagement activities and programs <p>Youth Services</p> <ul style="list-style-type: none"> • Martu Night Patrol • Safe Space • Martu Youth Support Program • Youth related activities and events

	<p>Communities Outreach</p> <ul style="list-style-type: none"> • FDSV Program • Food in the Park • Emergency relief • Community engagement activities
<p>Job Purpose and Outcomes</p>	<p>The Casual Support Worker provides flexible, trauma-informed support to women, children, families and young people experiencing family and domestic violence, associated homelessness, crisis and other vulnerabilities, contributing to the safe and culturally responsive delivery of Newman Women's Shelter services.</p> <p>Key Outcomes</p> <p>1. Safety and Wellbeing</p> <p>Clients are supported to increase their safety, wellbeing and self-determination through strengths-based and trauma-informed practice.</p> <p>2. Quality Service Delivery</p> <p>Services are delivered in a timely, professional, culturally safe and client-centred manner, consistent with NWS practice frameworks, funding requirements and organisational standards.</p> <p>3. Responsive Support</p> <p>Flexible staffing is available to meet operational demand across service streams, supporting continuity of service for clients and communities.</p>
<p>Key Accountabilities</p>	<p>1. Client Support</p> <ul style="list-style-type: none"> • Build positive and respectful relationships with clients and community members. • Provide practical support, information, referrals and connections to relevant services and community resources. • Maintain professional boundaries and confidentiality. <p>2. Service Delivery</p> <ul style="list-style-type: none"> • Deliver services in accordance with organisational policies, procedures and program requirements. • Maintain accurate records, case notes and reporting requirements. • Participate in client intake and exit, support planning and follow-up activities where required. • Contribute to a safe, welcoming and culturally appropriate environment. <p>3. Safety and Wellbeing</p> <ul style="list-style-type: none"> • Identify and respond appropriately to risks relating to client safety and wellbeing. • Escalate concerns and incidents in accordance with organisational procedures. • Participate in incident reporting and follow-up actions where required. • Support compliance with child safeguarding and work health and safety requirements. <p>4. Community and Cultural Engagement</p> <ul style="list-style-type: none"> • Engage respectfully with Aboriginal and Torres Strait Islander people, families and communities. • Promote culturally safe and inclusive service delivery. • Participate in community events, activities and outreach initiatives as required. <p>5. Service Stream Duties</p> <p>The duties performed will depend on the service stream(s) the employee is approved to work within.</p>

	<p>Supported Accommodation</p> <ul style="list-style-type: none"> • Provide trauma-informed support to residents accessing accommodation services. • Complete intake, risk assessment, safety planning, exit and support activities. • Maintain accurate case notes, records and data entry in accordance with organisational requirements. • Contribute to the cleanliness, safety and day-to-day operation of accommodation facilities. • Support residents to maintain their safety, wellbeing and connection to relevant services. <p>Youth Services</p> <ul style="list-style-type: none"> • Provide trauma-informed support to young people accessing youth services and programs. • Complete intake, supervision, referral and exit processes in accordance with program requirements. • Maintain accurate case notes, records and data entry in accordance with organisational requirements. • Contribute to the safe delivery of outreach, patrols, activities, events, food services and diversionary programs. • Support compliance with food safety requirements when handling, preparing or distributing food. • Support young people to maintain their safety, wellbeing and connection to family, community and relevant services. <p>Communities Outreach</p> <ul style="list-style-type: none"> • Provide trauma-informed support to individuals, families and community members accessing outreach services and programs. • Deliver outreach, emergency relief, community activities, food services and practical support in accordance with program requirements. • Maintain accurate case notes, records and data entry in accordance with organisational requirements. • Contribute to the safe delivery of community programs, events and group activities. • Support compliance with food safety requirements when handling, preparing or distributing food. • Support clients to maintain their safety, wellbeing and connection to relevant services and community resources. <p>Support the delivery of food services, activities and events, ensuring compliance with food safety and organisational requirements.</p>
<p>Position Requirements</p>	<ul style="list-style-type: none"> • Demonstrated ability to work respectfully with vulnerable individuals, families and communities. • Ability to work independently and as part of a team. • Strong communication and interpersonal skills. • Ability to maintain accurate records. • Demonstrated ability to maintain confidentiality and professional boundaries. • Understanding of, or willingness to learn, trauma-informed, strengths-based and culturally safe practice. • Ability to work effectively with Aboriginal people, families and communities, with an understanding of cultural considerations and community dynamics. • Ability to work flexible hours, including evenings, weekends and public holidays. • Commitment to the vision, values and objectives of Newman Women's Shelter.
<p>Relevant experience, certifications</p>	<p>Essential</p> <ul style="list-style-type: none"> • Valid National Police Clearance. • Valid Working with Children Card

<p>and training required</p>	<p>Desirable</p> <ul style="list-style-type: none"> • Current C Class Driver's Licence. • Experience in community services, youth work, homelessness, family and domestic violence, outreach or related fields. • First Aid Certificate. • Cultural Awareness Training or willingness to obtain. • Knowledge of local services and communities within Newman and the East Pilbara. • Proficiency in Microsoft Office and data entry.
<p>Conditions of Employment</p>	<ul style="list-style-type: none"> • Casual positions will be rostered across a seven-day operation depending on service requirements. • Shifts may include day, evening, overnight, weekend and public holiday work. • Casual employment carries no guarantee of ongoing or regular hours. • Employees will only be rostered within service streams for which they have received appropriate induction, training and approval.