



## CASE WORKER INFORMATION PACK

CLOSE DATE: TUESDAY 15 FEBRUARY 2022



Nova for Women and Children acknowledges the traditional custodians of the land across the different services where Nova services are located. We would like to pay our respects to Elders past, present and future, as well as the Aboriginal and Torres Strait Islander people with whom we work.

We also acknowledge our gratitude that we share this land today, our sorrow for some of the costs of that sharing, and our hope and belief that we can move to a place of equity, justice and partnership together.



Nova for Women and Children are proud LGBTIQ allies.



## INTRODUCTION

Nova for Women and Children is seeking an energetic and passionate Level 3 Case Worker to join our team based in the Newcastle and Lake Macquarie Regions on a fixed term of 12 months.

As a Case Worker, you will be responsible for providing support to women and their children impacted by domestic violence or experiencing homelessness. This will be done by case managing a group of clients, focusing on housing issues and addressing the barriers to gain and sustain housing stability, improve social inclusion and encourage participation in the community all of which aims to provide positive outcomes for clients.

## ABOUT NOVA

### OUR PURPOSE:

To prevent or end homelessness, confront justice and advocate for the rights of women and their children to be safe.

### OUR VALUES:

Our values are built upon the foundations that women and children matter.

- Act with good intent
- Focus on strengths
- Promote collaborative, innovative and inclusive practice
- Embrace diversity
- Work respectfully

### OUR HISTORY:

Nova is the amalgamation of three women's services that operated independently from each other for over 25 years until their amalgamation in 2008.

All three services brought together a rich history of working with women who have been homeless, who are at risk of homelessness or who are escaping family and domestic violence, and their combined history helps make Nova the organisation it is today.

- Eva's Project originated through the women's refuge movement where it was identified that domestic violence was a major contributor to homelessness for women with dependent children. It was seen that there was a gap for women that required supported accommodation.



- Lower Hunter Women's Housing was an initiative of Housing NSW that considered women, with or without dependent children, who were homeless or at risk of homelessness with complex needs, required supported transitional accommodation.
- Eastlakes Women's and Children's Refuge started as a volunteer organisation. Government funding was secured through the women's refuge movement and indicated recognition of the validity of the organisation in delivering domestic violence and homelessness services. Eastlakes amalgamated with Nova in 2014.

#### OUR FUTURE:

Nova is a progressive organisation guided by the principles of social justice. We continue to work towards providing necessary and quality services for women and children during their most challenging times.

The new position of Practice Lead has been developed to help us to continuously improve our service and practices, as well as explore and implement better and more innovative practices to help Nova evolve in pursuit of our vision: A world where women and children matter.

#### OUR SERVICES:

We are a leading community services organisation that provides support to women who are at risk of homelessness to remain safely in their home and to assist women who are experiencing homelessness and/or domestic violence, or in crisis to be housed and provide support to maintain safe accommodation. Our services include:

- Outreach support
- Supported temporary accommodation
- Transitional supported accommodation
- Rapid response support.

One of our main facilities is Trisha House, which was launched on 4 March 2017 and built through community support coordinated by the Respectus Group. Trisha House offers accommodation to seven (7) single women and four (4) women with children for up to 28 days and also has a two (2) bedroom unit suitable for smaller families, or families with challenging support needs. We also have two (2) additional purpose build facilities for crisis services in the Lake Macquarie region.

We also operate drop-in Hubs in Charlestown and Newcastle offering a safe space for women with or without-children to access assistance with homelessness and domestic violence, including amenities like a shower, washing machine, dryer, free toiletries and clothes.



### OUR LEADERSHIP:

Nova is managed by a voluntary Board of Women, whose members come from different professional fields and various community organisations. These women bring together a vast range of knowledge, expertise and professionalism and all share the commitment and passion for the work that Nova does. Our Board sets the strategic direction for Nova's dedicated team to achieve its vision and purpose.

Louise Rak – Chairperson

Kate Davies – Secretary

Rayleen Ableson – Treasurer

Kate Mooney – Vice Chairperson

Rozyta Englert – Board Member

Janine Johnston (Charnley) – Board Member

Marette Gale – Board Member

Samantha Smith – Board Member

Our CEO leads the organisation in implementing the Board's strategic vision, providing overall leadership to the organisation and representing the organisation with peak bodies. Our CEO is Kelly Hansen, who has been in the role for over six (6) years and has over 30 years' experience working with women and children in crisis.

### WHY WORK FOR US?

Nova is a leading organisation in the field of women's and children's services and is a strong advocate for women and children's rights and causes. In addition to rewarding and purposeful work, we also provide attractive conditions of employment, including:

- A 35-hour working week
- Above Award salary
- Weekly Wellbeing Hour
- Salary packaging
- Five (5) days of stress leave per annum
- Training and professional development opportunities
- Employee assistance program



## LEVEL 3 CASE WORKER – FIXED TERM 12 MONTHS

### Position Summary

Case Workers work with the clients of the service focusing on the issues surrounding and impacting on homelessness and other issues that may present.

Case Workers report directly to the Team Leader and work closely with the Operations Manager and Practice Leader to deliver outcomes.

This position is classified at Level 3 of the Social and Community stream of the *Social, Community, Home Care and Disability Services Award 2010*.

### Key Responsibilities and Accountabilities

- Provide support to clients who access the service to take control of their own life
- Provide information regarding resources available in the community and assist clients to access these resources
- Provide information regarding issues that affect clients lives e.g. domestic violence, alcohol and other drugs
- Participate in intake, assessments and referrals
- Develop and implement support plans with clients - this will include children of clients
- Provide information and referral services for housing enquiries
- Act as an advocate for clients and encourage them to undertake their own advocacy
- Provide case management to allocated Nova clients
- Assist with the organisation of groups that Nova provide
- Write clear and appropriate case notes
- Undertake work supervision with supervisor on a regular basis
- Recognise the need to refer on and to consult about any case that is becoming challenging
- Develop a knowledge base of other services for women and children e.g. domestic and family violence, mental health and alcohol and other drug services
- Participate in client reviews
- Consult with co-workers and liaise with other organisations
- Develop a basic knowledge of the Residential Tenancy Legislation
- Work as a part of the team
- Participate in the on-call roster
- Work within Nova's philosophy and objectives
- Uphold the confidentiality of clients within the service except in regard to;
  - duty of care (i.e. the safety of staff and other residents always overrides a person's right to confidentiality)
  - duty of care to clients who may be at risk to self or others e.g. when requiring mental health intervention
  - mandatory notification - if told of a child at risk and in compliance with a subpoena or search warrant.



- Represent the service at meetings and interagencies as designated by management
- Liaise with Department of Communities and Justice, Housing NSW, Child Services, Community Housing Providers and other government and non-government agencies, real estate agents, and private accommodation providers so as to raise their awareness of the needs of the client group as directed
- Ensure client files are accurate and all information is up to date including Specialist Homelessness Service data and case file notes
- Be prepared to undertake training where appropriate
- Attend team meetings
- Refer to and develop an understanding of Nova's policies and procedures
- Abide by the WHS Policy and procedure of the organisation
- Other duties as directed by the Operations Manager

#### Position Requirements and Selection Criteria

- 2 years relevant experience working with women and children
- Demonstrated case management experience including the ability to write clear and accurate case notes
- Comprehensive understanding of the needs of women and children especially around the issues of domestic violence, mental health, child protection and homelessness.
- Strong interpersonal skills, including the ability to engage clients and show empathy.
- Excellent written and verbal communication skills
- Good working knowledge of other services for women and children e.g. domestic and family violence, mental health and alcohol and other drug services.
- Comprehensive computer skills
- Ability and preparedness to work from Nova sites in both the Newcastle and Lake Macquarie regions
- Ability to work flexible hours when required as per service need. (required days may change some weeks)
- Ability to be on call as rostered
- Current NSW driver's license
- Successful Working with Children Check



## HOW TO APPLY

You can request an information pack by emailing [nova@novawomen.org.au](mailto:nova@novawomen.org.au). Applications can be submitted by emailing [nova@novawomen.org.au](mailto:nova@novawomen.org.au) including Case Worker Application in the subject line. Applications must include:

- Cover Letter
- CV
- Response to the Position Requirements and Selection Criteria
- Names and contact details of two recent referees.

Confidential enquiries can be made to Nova on 4023 5620 or by emailing [nova@novawomen.org.au](mailto:nova@novawomen.org.au).

Applications will be accepted until close of business Tuesday 15 February 2022.

Only shortlisted applicants will be contacted.