



Muslim Women Australia

State branches: NSW | VIC | NT | WA | ACT

Advocate | Research | Serve | Network | Lead

Linking Hearts Family Support Worker

Position Description

Linking Hearts is a program of **Muslim Women Australia (MWA)** auspiced under the NSW Government's Specialist Homelessness Services. MWA has been providing support services for women, and families, in need for almost 40 years. **Linking Hearts** is a program that provides holistic support for families, and individuals, who are homeless or at risk of becoming homeless. This includes women seeking to leave unsafe environments. The **Family Support Worker** will have the accountability for the overall support provided to our clients including liaising with partner services to ensure a consistent and holistic support plan is in place.

Position Requirements

The key responsibilities of this position include:

- General Case Management – managing the support provided over a variety of different areas including:
 - Housing
 - Centrelink & other welfare
 - Immigration
 - Employment & Education
 - Children's Services
 - Health
 - Financial
 - Enforcement
- Assess the needs of clients and assist clients to identify their own needs and action requirements under the support plan.
- Physically accompany and support clients as required when attending various third-party interactions such as Centrelink.
- Liaise and engage with partner agencies that may be supporting other members of a family or the individual in specific areas of need to ensure a holistic and consistent support plan is being implemented.
- Ensure that the performance criteria under the funding agreements for the project are being met
- Maintain records and case notes using various methods including an on-line Case Management tool to ensure that all interactions with clients are appropriately and adequately recorded.
- Work proactively with MWA management and other family support workers to ensure that the needs of our clients are always met.

PO Box 264 Lakemba NSW 2195 **p:** (02) 9750 6916 **e:** info@mwa.org.au **w:** www.mwa.org.au

Mandatory/Desired Requirements

- Qualification in Community Services, Social Work or a related discipline or other relevant field are desirable
- Relevant Criminal History & Working with Children clearances
- Full NSW Driver's License

Selection Criteria

- Proven solid experience working within the sector as a support worker.
- Demonstrated high level of problem-solving skills.
- Excellent verbal and written communication skills.
- Demonstrated understanding in dealing with clients of CALD backgrounds
- Proven ability to work in the areas of homelessness, domestic violence and knowledge of issues impacting CALD communities.
- Ability to effectively build rapport, relationships, and networks.

Key Competencies

- Written and Verbal Communication
- Problem Solving
- Planning & Organising
- Working in Teams
- Emotional & Cultural Intelligence

How to Apply

Written applications must include your response to **selection criteria, CV, cover letter and referees.**

Submit applications to business@mwa.org.au with "**Linking Hearts Family Support Worker**" in the Subject Field.

Closing Date for Applications is 3 July 2022.