



# POSITION DESCRIPTION

<b>JOB TITLE:</b>	Family Connect worker		
<b>HOURS:</b>	Varied	<b>SALARY:</b>	
<b>LOCATION:</b>	Baldivis Property	<b>DEPARTMENT:</b>	Safe Night Space
<b>REPORTING TO:</b>	Director, CEO		

## Position Summary

The Family Connect Worker works in close collaboration with organisations and schools to identify, engage, and support single women and women with dependent children who are experiencing homelessness—particularly those sleeping rough or in vehicles. This role provides compassionate, trauma-informed assistance by coordinating access to essential services such as temporary accommodation, food relief, transport, health services, and longer-term housing support. This role also manages the expressions of interest and bookings for the Safe Night Space.

## Key Responsibilities

### Identification & Engagement

- Develop trusted relationships with agencies and school-based staff (chaplains, principals, social workers) to proactively identify families in crisis.
- Build rapport with women and children experiencing homelessness through school and community referrals.
- Conduct initial needs assessments sensitively and confidentially.

### Service Coordination & Support

- Connect and refer families with relevant services including emergency housing, healthcare, financial aid, childcare, education access, and domestic violence support.
- Assist with navigating government and nonprofit systems to secure benefits and ongoing support.

### Collaboration & Communication

- Maintain regular communication with school leadership and pastoral care teams to ensure coordinated and respectful support for families.
- Participate in interagency meetings and case management conferences.
- Uphold client confidentiality and work within child safeguarding and privacy regulations.

### Administration and reporting

- Maintain records of referrals made to the service and any relevant notes relating to acceptance or rejection of application.
- Book identified women and families into the safe night space service and manage numbers
- Document clearly specific needs
- Maintain accurate, confidential notes and progress reports.
- Track outcomes and prepare periodic reports for stakeholders and funding bodies.

- Use data to identify service gaps and contribute to advocacy and improvement initiatives.
- Input guest data onto the 'By Names List'.

#### Outreach & Education

- Increase awareness among school staff and the wider community about issues facing women and children experiencing homelessness.
  - Support development of training and resources for school staff on trauma-informed care and referral processes.
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#### Essential Criteria

- Demonstrated experience working with women, children, and families in crisis or facing homelessness.
  - Strong knowledge of local housing and welfare services, child protection protocols, and trauma-informed practice.
  - Exceptional interpersonal, advocacy, and problem-solving skills.
  - Ability to work sensitively with clients from diverse cultural, linguistic, and socioeconomic backgrounds.
  - Valid driver's license (travel may be required between school sites and services).
  - Current Working with Children Check and National Police Clearance.
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#### Desirable Criteria

- Tertiary qualifications in social work, community services, psychology, or a related field.
  - Experience in working within or alongside school systems.
  - Knowledge of domestic and family violence frameworks.
  - Lived experience or deep understanding of the challenges faced by homeless families.
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#### Work Environment

This role involves working in a variety of environments including schools, family shelters, outreach locations (such as car parks or temporary encampments), and offices. Flexibility in working hours may be required to meet the needs of families in crisis.