

POSITION DESCRIPTION



JOB TITLE:	Overnight Safe Night Space Worker		
HOURS:	Varied	SALARY:	
LOCATION:	Baldivis Property	DEPARTMENT:	Safe Night Space
REPORTING TO:	Director, CEO		

Position Summary

The Overnight Safe Night Space Worker plays a pivotal role in Liliah Haven's Safe Night Space pilot, offering steady, trauma-informed support to women and children experiencing homelessness. Reporting to the Director/CEO and working in conjunction with the second Overnight Safe Night Space Worker, the position coordinates a seamless evening intake—welcoming pre-booked guests, verifying eligibility, and orientating them to the space—before guiding volunteers through meal service and settling families for the night. During the sleep-over period the worker has a close by dedicated sleeping area and remains on-site, ready to respond calmly to disturbances, medical issues, or emergencies in accordance with Liliah Haven's incident-management protocols. At first light, the role shifts to waking guests, managing guest showers and breakfast coordination, and ensuring all guests depart safely by 8:30 am. The worker then oversees pack-down and hand-over to day staff, highlighting any incidents, maintenance needs, or guest follow-ups for the Family Connect Worker. Success in this role hinges on compassionate interpersonal skills, sound judgement under pressure, and a commitment to maintaining a welcoming, child-safe environment that honours each guest's dignity while upholding clear boundaries and house rules.

Key Responsibilities

Guest Welcome & Support:

- Facilitate evening check-in and orientation for pre-booked guests.
- Provide respectful, trauma-informed support throughout their stay.

Safety & Incident Response:

- Monitor the shared space and respond appropriately to any concerns or emergencies.
- Escalate incidents in line with the Incident Management Procedure.

Volunteer Coordination:

- Guide volunteers assisting with setup of the overnight space, meal prep and service, breakfast and light cleaning tasks.

Morning Departure & Handover:

- Support guests to depart by 08:30 and ensure spaces are reset for the next session.
- Complete digital hand-over notes and inventory checks.

Collaboration & Continuous Improvement:

- Work closely with the Family Connect Worker and Lilia Haven management to share relevant guest information and overview of the night's activities including participating in debriefs, contributing to service improvements and submitting incident reports.
- Uphold client confidentiality and work within child safeguarding and privacy regulations.

Service Coordination & Support

- Provide families with information on relevant services including emergency housing, healthcare, financial aid, childcare, education access, and domestic violence 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 accurate, confidential notes and progress reports of the evening.
- Input guest data onto the 'By Names List'.

Essential Criteria

- Experience working with women, children, and families in different stages of crisis or facing homelessness.
- The desire to learn and increase knowledge of local housing and welfare services.
- Understanding of trauma-informed and child-safe 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 (for emergencies).
- Current Working with Children Check and National Police Clearance.
- The ability to respond to critical incidents in a calm and professional way, including when being woken from sleep during the night.

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.

Work Environment

This role involves working with vulnerable women and children, some of whom may present under the influence of drugs and alcohol. The worker must have the ability to respond with empathy and understanding while maintaining all policies and procedures of Lilia Haven that create a safe work and guest environment. Overnight shifts include a sleep-over period on-site.