

# WOMEN'S AND GIRLS' EMERGENCY CENTRE

Position Vacant:

## SUPPORT WORKER (REDFERN) FULLTIME TIME ROLE SCHADS 3

- Work with women & children who are in crisis: escaping domestic violence, and/or who are homeless and/or at risk of systemic disadvantage.
- Provide client-centred, trauma informed, strengths-based immediate support.
- Work within a feminist, multidisciplinary team.

### About WAGEC

The Women's and Girls' Emergency Centre (WAGEC) is a non-government, not-for profit charitable organisation. We deliver a range of crisis and early intervention accommodation and support services to women, children, young people, and families who are experiencing, or at risk of homelessness and/or domestic and family violence.

For over 40 years we have been doing this work across the lands of the Gadigal and Wongal people of the Eora Nation (Sydney's inner city and inner west regions), and working in partnership with community, business and government stakeholders.

### About the Role

The Support Worker is the first point of contact for women and children accessing WAGEC. Our clients are women, with or without children who are escaping domestic violence, experiencing homelessness and/or systemic disadvantage.

The Support Worker provides welcome, initial assessment and triage with new clients to WAGEC's Redfern site, in person or over the phone. The role also maintains consistent, helpful and supportive relationships with long-term drop-in clients. The Support Worker is also the first point of contact for external visitors to our central support office. The Support Worker maintains the safety, cleanliness and organisation of resources of our Redfern clients and office spaces. All work is informed by a feminist, client-centred, trauma-informed and strengths-based approach.

The core responsibilities of this role are:

1. Client Support
2. Site Coordination & Reception
3. Contribute to WAGEC's organisational culture

### About You

To excel in this role, you will be experienced in working with women in a crisis setting and be able to quickly assess risk and establish rapport. You are a calm, organised and solution-focused thinker. You back this up with a 'can-do' and 'will-do' approach to your work. You enjoy working with others and being a team player. You are self-motivated and able to work effectively in complex and challenging environments. You want to contribute your professional skills to creating a safer future for children and young people.

To be considered for this role, you can demonstrate experience or extensive professional knowledge in these areas:

#### Essential

- Experience working within a similar service setting
- Experience providing professional crisis support to diverse women and children escaping domestic and family violence, homelessness and other related complex needs.
- Experience negotiating and advocating with relevant government systems and support systems including housing, immigration, mental health, AOD, Centrelink etc.
- Current Working with Children Check
- Criminal record check clearance
- NSW Drivers licence

It is desirable that you have:

- Experience working in a trauma-informed, client-centred and strengths-based approach

You also have achieved or have made progress toward:

- Relevant qualifications in social work, community services or equivalent.

WAGEC is committed to creating an inclusive and diverse staff team.

If you think you have what it takes to do this role, but you don't meet our selection criteria, please get in touch anyway to discuss your situation.

We recognise that sometimes the right person for a job is based in personal qualities and not just qualifications.

#### How to Apply for this Role

- 1) Read the position description available on our website and check out our range of services at [www.wagec.org.au](http://www.wagec.org.au)
- 2) If you have any questions, please call/email us before making an application
- 3) Send us your application which should contain:
  - Your 2-3-page CV, and
  - A cover letter (maximum 2-pages) telling us why you think you are the best person to fill this role and what characteristics you will bring to the WAGEC team.
- 4) Applications close at 5.00pm (Sydney time) 31 July 2020.
- 5) Applications should be emailed to [recruitment@wagec.org.au](mailto:recruitment@wagec.org.au)
- 6) Interviews will be held on 6 August 2020.

For Further Information: Meredith Turnbull WAGEC Recruitment Consultant  
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