



Care Coordinator – Wingspan Program

Job Information Pack

This information package includes:

- Employment conditions
- Position Description
- Selection criteria
- Application and recruitment process

Employment Conditions

Employment basis: Permanent Full Time

Hours: 38 hours per week

Remuneration: SCHADS Level 4

Commencement: ASAP

About Wayside Chapel

Wayside Chapel has provided unconditional love, care and support for people on and around the streets of Kings Cross since 1964 and Bondi since 1971.

Today, under the banner of love over hate, Wayside Chapel creates a community where there is no 'us and them' by breaking down the barriers of judgement and providing a safe place where people from all walks of life are welcome just to 'be'.

Wayside Chapel draws people out of social isolation and invites them into the healing place of community. People marginalised by homelessness, mental health issues and substance abuse can turn to Wayside for compassion, tolerance and support.

Our community services centres in Bondi and Kings Cross, outreach service, mental health program, community cafe and Aboriginal project are all designed to ensure the most disadvantaged members of our community have access to essential health, welfare, social and recreational services.

Our community development program reaches out to the wider community to ensure that Wayside Chapel is a place for people from all walks of life.

Vision: Love over hate

Mission: Creating community with no 'us and them'

PATRON:
Her Excellency the Honourable
Margaret Beazley AO QC
Governor of NSW

Pastor/CEO:
Jon Owen

CALL: 9581 9100
ABN : 88 125 771 587
ABN: 77 406 918 553 (Donations)

EMAIL: mail@thewaysidechapel.com
waysidechapel.org.au

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Values:

Openness (No secrets): We have a profoundly simple mission, which is to create a community, and our message and work are undiluted with other agendas.

Teamwork (No cowboys): Our goal of creating community is also our method. We work in a collaborative way to invite people out of singular, individual life into the risky and healing place of community.

Patience (No rush): We cannot make people change. If we could, we'd be guilty of manipulation of some kind. Instead we are on the lookout for sparks of life, signs that people long for better, and we look to engage and help people move to better days and better health.

Courage (No complacency): It takes courage to confront people who've lost hope and invite them into the world of relationships with responsibility. Wayside is not an intensive care unit but an invitation into life and community.

Respect (No Judges): People have the right to make their own decisions. People have the right to make bad decisions. People who choose singular misery or even death deserve to have their rights respected. Wayside's mission is not to fix people but to love them and be with them, knowing that if they are really met, they'll really move toward health and life.

Behaviours:

Stand Back: Recognise that we are each necessary, significant but not central. The mission evaporates when we are central. Take a step back when our emotions are high and cool off. When central, the important thing is how we feel and the most pressing need is to express our feeling. When necessary, significant but not central, in a time of difficulty, the most important thing is to ask "what facts do I not have" and "who can I talk to for reliable clarity".

Speak Well: Identify and appreciate the strengths in colleagues. Recognise that every-one's strengths are also their weaknesses, if we look for weakness, we'll find it and if we look for strength, we'll find it. An atmosphere where colleagues are habitually talked up behind their backs will create an unbeatable team.

Embrace Errors: Accept when you have made a mistake, that an opportunity to learn is present. Learning is lost when we spend energy covering our arse or blaming others. Nothing is more liberating than the security it takes to admit that your performance did not cover you or the team in glory. Helping each other embrace moments of learning will build a team that can overcome anything.

Be Kind: We do an excellent job of being kind with our visitors, lets also be kind with each other. Kindness is implicit in our vision and our mission. Kindness is not a matter of feeling anything but a matter of acting and participating. You might feel uncomfortable but kindness will give the benefit of the doubt or begin an uncomfortable but direct discussion.

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Position Description

Team	Pathways – Wingspan Program
Reports to (Name)	Kim Bailey
Reports to (Position)	Pathways Manager
Incoming Reports	Casual Wingspan Staff

About The Pathways Program

Wayside Chapel's Pathways Program is a stand-alone program with two aspects: -

- General employment and education support – for all visitors and volunteers, this stream is delivered by a dedicated Pathways Worker through Job Club, resume writing, Centrelink support, and support to find and maintain mainstream employment or education.
- Wingspan Project – supports young people to overcome their individual barriers through personal development, training and education, pre- and post-employment placement support within the loving support of community, with a view to securing long term mainstream employment.

Team Summary

The Wingspan Project team empowers young people to participate as paid casuals and members of Wayside's Pathways team. Overseen by the Pathways Manager and serviced by two staff who are focussed on delivering work readiness outcomes, the Wingspan Project assists each young person to overcome their individual barriers and supports their journey into paid employment.

Position Summary

The Wingspan Care Coordinator will be responsible for working with young people who enter the Wingspan Project - Youth Employment Program. You will create a fun, high energy program that helps a large group of young people to prepare for the potential of casual employment.

You will be confident in providing assertive care coordination and employment skills development to at-risk young people. You will be responsible for managing a participant case load, including creating care plans, developing participant's life skills and making referrals as required to help them overcome their barriers, achieve their goals and build sustainable support networks. You will also deliver early intervention, living skills and other group programs and modules, as well as liaise with and strengthen our local networks with services.

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Key Accountabilities & Responsibilities

General:

- Deliver assertive care coordination with a focus on employment and career pathways
- Collaborate with staff of Wayside Chapel's Heart Café in Bondi, to deliver supported employment and training to participants
- Support young people to achieve their education goals
- Deliver group activities and modules
- Deliver intensive and high energy outdoor experiences
- Detailed note taking and reporting when required
- Deliver intake and referral processes
- Ensure adequate exit planning is in line with a trauma informed approach
- Ensure Participants' needs and program targets are met
- Provide support to Participants with complex needs in consultation with managers and external specialists
- Develop and create relationships with external partners to ensure best outcomes for young people; such as potential employers and work experience providers
- Participate in development and review of young people's behaviour management and safety plans
- Create an effective and fun group environment for young participants of the program
- Ensure the collection of required Participant information for reporting to funding bodies
- Provide reports and documentation to management and stakeholders in line with the organisation's reporting requirements
- Work with all staff to ensure compliance with social work, case management and complex trauma care standards and best practice
- Ensure the program remains centred on the needs of Participants
- Contribute to the development of the program, including care work resources
- Ensure all Participants, Visitors and community partners are dealt with professionally; and in a caring, timely and supportive manner
- Perform any other necessary tasks as directed

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Workplace Health & Safety

- Actively promote health and safety, and take reasonably practicable steps to control risks, ensuring a safe workplace for visitors, staff and volunteers
- Comply with legislation and all Wayside OHS policies/procedures and instructions, reporting any hazards or safety issues and performing all tasks in a manner which guards against risk to self and others within the workplace.

Other

- Any other duties as directed by the Pathways Manager.
- Undertake training as required and directed.

Key Performance Indicators

- Well managed and supported trainees evidenced through work planning and provision of supports;
- Well managed and supported trainees evidenced by achieving work plan goals as outcome measures;
- High levels of collaboration with other Wayside programs evidenced by internal referrals, contribution to Wayside Team meetings;
- Work with Manager and team members to deliver the Wingspan program strategy and operational plan;
- Meet target number of visitors participating in Wingspan Program as set in the strategy and operational plan, including:
 - participants entering permanent mainstream employment
 - visitors maintaining employment
- New stakeholder relationships formalised through MOUs.

Note: This position description and associated information should not be considered as comprehensive in its description of responsibilities, criteria or outcomes. It is indicative of the position. The Wingspan Care Coordinator can and will be asked to undertake duties within their competencies, skills and abilities and training that may not be mentioned in this document. The Wingspan Care Coordinator should be aware that their position within Wayside Chapel is dynamic. Wayside Chapel expects continuing development, change and improvement of processes, practices, knowledge and skills.

Selection Criteria

The successful candidate will have proven experience in case management and coordination, and be able to build strong relationships with participants, external services and support networks. They'll be passionate, committed and take a trauma informed approach to their work.

They will also be a collaborative team member, possess a 'can do' attitude, and enjoy working as part of a dynamic team. A sense of humour is a big plus, as well as the ability to inject fun into program delivery to ensure positive experiences and celebration of achievements.

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Essential Criteria

- Tertiary qualifications in social work (or similar)
- A minimum of 2 years' experience supporting young people who face barriers to mainstream employment and / or case management.
- Experience with at-risk populations and understanding of related issues, both practical and systematic (including but not limited to Juvenile Justice, Aboriginal and Torres Strait Islander, CALD, trauma, homelessness, and mental health).
- Demonstrated ability to utilise referral pathways; apply trauma- and developmentally-informed and strengths-based approaches; and to achieve Participant outcomes
- Ability to document, evaluate and report on tasks, service delivery and outcomes
- Demonstrated planning, organisational and superior time management skills
- A sense of humour and the ability to create a fun environment
- Working with Children Check

Desirable

- Training in Case Management, First Aid, Mandatory Reporting, Trauma-Informed Care
- Evidence of good use of digital platforms including CIMS, Microsoft Office
- Drivers licence, and ability to provide assertive community outreach as required

Application and Recruitment Process

- Applicants are being review as received. Please apply right away.
- Applications should be submitted via Wayside Chapel's applicant portal link in the job advert.
- **Applications which do not address every selection criterion in their cover letter will not be considered. Applications which only provide a cover letter or resume, or only address the selection criteria generally, will not be considered.**
- Applicants with a disability should inform the convenor of the selection panel of any special requirements upon contact to arrange an interview.
- An offer will be made to the successful candidate pending the satisfactory completion of a police criminal record and working with children check.

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