

JOB DESCRIPTION

TITLE OF POSITION	Pathways Worker, Homelessness, NT
CLASSIFICATION LEVEL	Lutheran Care NT Level 4
PROGRAM	Central Intake Services

OVERVIEW

Lutheran Care provides community services in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and disability support. Current programs include emergency relief, financial counselling, family support and education, foster care, homelessness and housing and, NDIS disability services. Lutheran Care is committed to reducing barriers encouraging inclusion and participation in the community of people all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI), Culturally and Linguistically Diverse (CALD) backgrounds and those with a disability.

Vision and Commitment

Lutheran Care's Central Intake Service (CIS) aims to improve outcomes for individuals experiencing or at risk of homelessness. As the primary access point for specialised homelessness services in the Northern Territory, CIS provides support through culturally aware, trauma-informed, and person-centred approaches. The program is dedicated to:

- Offering integrated, accessible, and coordinated services in partnership with Aboriginal Community-Controlled Organisations (ACCOs), homelessness specialist organisations and connected services.
- Incorporating lived experiences into the design and delivery of services.
- Reducing both the duration and recurrence of homelessness.
- Maintaining professional standards and fostering continuous quality improvement.
- Cultivating a committed workforce that aligns with the CIS vision.
- Providing relevant training and supervision to encourage staff development.

ROLE SUMMARY

As the Pathways Worker, Homelessness, you will provide high-quality, trauma-informed, and strength-based support to individuals experiencing or at risk of homelessness. This role involves both phone-based and face-to-face engagement, where you will conduct comprehensive intake and assessments to understand each person's unique needs, strengths, and circumstances.

With a strong focus on customer service, you will ensure that every interaction is respectful, empathetic, and solution-focused. You will complete detailed risk assessments as part of the intake process and make timely, appropriate referrals to the most suitable services and agencies, helping clients access the support they need to achieve housing stability and improved wellbeing.

In all aspects of your work, you will uphold culturally secure practices, recognising and respecting the diverse cultural identities of clients. You will actively support Aboriginal self-determination by fostering genuine partnerships, listening to community voices, and ensuring that Aboriginal people are empowered to make decisions about the services they engage with.

This service is culturally responsive, recognising and valuing the diverse backgrounds and lived experiences of clients. You will work collaboratively with individuals, empowering them through a person-centred approach that promotes dignity, choice, and positive outcomes.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Pathways Worker reports to the Team Leader, Homelessness.

CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
LC Culture	• Model ethical behaviour and practice consistent with the ethos of LC as outlined in the Code of Conduct and stated values. • Adhere to and support LC's policies and procedures. • Comply with professional codes of conduct.
Teamwork	• Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. • Work collaboratively with the various service streams within the program, leadership team, cultural leads and all partnering agencies and services to ensure best outcomes for clients. • Support LC's senior management team's decisions and ensure that instructions are carried out. • Alert the Team Leader to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s). • Attend and actively participate in regular team meetings and forums as required. • Attend peer support and individual supervision as required • Report directly to line manager/supervisor as required.
Work Health and Safety	• Maintain records of activities as required for accountability purposes. • Manage resources and risks efficiently and effectively. • Work within established or negotiated financial and time constraints
Resource Management	• Maintain records of activities as required for accountability purposes. • Manage resources and risks efficiently and effectively. • Work within established or negotiated financial and time constraints
Continuous Improvement	• Demonstrate and contribute to the delivery of high-quality services. • Understand and support continuous quality improvement in Lutheran Care. • Attend training and professional development as required.

CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
Intake and Assessment	• Engage promptly and respectfully with individuals and families seeking support, providing a welcoming and empathetic first point of contact. • Conduct high-quality intake and risk assessments using the Australian Homelessness Vulnerability Triage Tool (AHVTT) to identify client needs and determine appropriate referral pathways. • Provide customised support, advocacy, and advice to clients, ensuring their strengths and circumstances are considered in all service responses. • Support clients who are homeless or at risk of homelessness by providing relevant housing information, direct financial assistance where appropriate, and targeted referrals within the service system to help secure safe and stable accommodation. • Act as a central 'entry point' to available services, offering immediate and coordinated responses to clients requiring housing and support services. • Contribute to maintaining a positive, safe, and child- and family-friendly intake environment, including the telephone service and physical service locations. • Participate in internal assessment and follow-up meetings with service providers to ensure continuity of care and collaborative decision-making. • Work on a rostered basis to provide intake support via phone and drop-in services across various locations, including Lutheran Care offices, co-located partner sites, and flexible outreach locations in the region. • Participate in an after-hours on-call roster as required, to ensure clients have access to urgent support outside of standard operating hours.
Client Centred Referral Pathway	• Respond promptly to clients presenting in crisis, either in person or via phone, conducting thorough assessments to determine immediate needs and appropriate support, while ensuring culturally safe and respectful engagement. • Maintain confidential, accurate, and meaningful client records within the designated data management system, ensuring compliance with privacy and reporting standards, and culturally appropriate documentation practices. • Work within a client-centred case management framework that focuses on individual needs, goals, and cultural contexts, supporting the development of flexible strategies to achieve positive outcomes.

	• Assist clients by empowering them to identify and work toward their desired outcomes in a culturally responsive and inclusive manner. • Identify and facilitate appropriate referral pathways, including connections with homelessness service partners and tier partners, ensuring referrals are culturally appropriate and accessible. • Apply responsive and developmentally appropriate approaches when working with children and young people experiencing homelessness. • Communicate respectfully, clearly, and empathetically with clients throughout the intake and assessment process, ensuring cultural sensitivity and inclusivity in all interactions.
Flexible Work Environments	• Operate within a flexible service model that includes both phone-based triage and in-person support within your local region. Services are delivered from Lutheran Care sites and co-located partner locations, ensuring accessibility and responsiveness to client needs.
Required Qualifications, Skills, Knowledge, Experience and Abilities	• Utilise digital technology to create and maintain accessible electronic client profiles. This approach ensures clients only need to tell their story once, with service responses tailored to their identified needs. Profiles are linked to each client's AHVTT assessment and securely entered into the data system to support coordinated and informed service delivery.

PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Relevant degree/qualifications or specialist skills and expertise to perform at this level. Qualifications in Community Services, Social Work, Psychology or similar will be highly regarded.
- Strong skills in time management, setting priorities, planning and organising own work to achieve specified objectives.
- Knowledge and experience of homelessness services, including the impact of past government policies on First Nations people.
- Knowledge and understanding of the issues facing those experiencing homelessness.
- High level of interpersonal skills in dealing with the public and other organisations.
- Ability to communicate effectively in both oral and written communications and work with a broad range of people from a variety of backgrounds.
- Ability to work independently and demonstrate initiative.
- Strong team work focus.
- Competence in using a personal computer, internet and electronic communications.

- Client led case management and trauma informed practice
- Understanding of the rapid rehousing and housing first models
- Understanding of the emotional impact of emergency / crisis accommodation support for children and young people.

ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL

- An understanding of issues affecting local communities and the ongoing impacts of colonisation.
- A nuanced understanding of systemic bias against Aboriginal people and its profound cultural impact.
- Knowledge of Housing First principals.
- Trained in the use of the Australian Homelessness Vulnerability Triage Tool (AHVTT).
- A sound knowledge of the effects of trauma and abuse in relation to homelessness.

SPECIAL CONDITIONS

Any offer of employment is subject to;

- A current and satisfactory Ochre Card
- A current and satisfactory NDIS Worker Check
- A current and satisfactory National Criminal History Check
- A current and unrestricted Australian Driver's Licence and the ability and willingness to regularly drive in the course of your employment
- Travel throughout the region and/or interstate as required
- Availability for some out hours or on-call work, as required

ACKNOWLEDGEMENT:

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain "Best Practice" standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee: _____ Witness: _____ Date: _____