

Position Description

Position Title	Support Worker Women's Centre
Directorate	Community Development
Business Unit/s	Community Development
Reports to	Women's Centre Coordinator
Classification	Level 5 – Inside Workforce Agreement

Organisational Overview

The City of Stirling (the City) is located eight kilometres north of Perth's central business district and covers an area of around 100 square kilometres from Scarborough, Trigg and North Beach in the west to Balga and Inglewood in the east, and from Beach Road in the north to Herdsman in the south.

The City is the largest local government by population in WA with over 250,000 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

The City has a workforce of around 1,400 people and a genuine commitment to invest in our employees to achieve an inclusive, diverse, engaged and capable workforce. The City is recognised for supporting work-life balance through a wide range of flexible work options and offering a range of policies and benefits to create opportunities and an enjoyable and fulfilling employment experience.

Organisational Vision, Mission Statement and Values

Vision

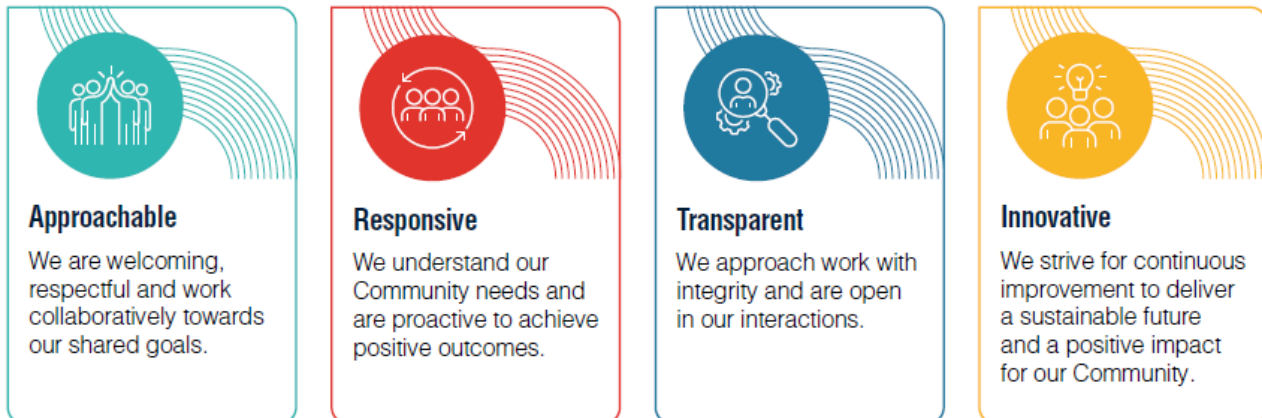
A sustainable City with a local focus.

Mission Statement

To serve our community by delivering efficient, responsive and sustainable service.

Values

The City of Stirling's core values are:



Approachable

We are welcoming, respectful and work collaboratively towards our shared goals.

Responsive

We understand our Community needs and are proactive to achieve positive outcomes.

Transparent

We approach work with integrity and are open in our interactions.

Innovative

We strive for continuous improvement to deliver a sustainable future and a positive impact for our Community.

Reporting Relationships

This position reports to the Women's Centre Coordinator.

Position Overview

This position assists in the provision of safe accommodation and support for women and children who are escaping from domestic violence or who are experiencing homelessness and/or are in crisis. This position provides support to clients residing in the Stirling Women's Centre (SWC) and in the community to help create a safe, supportive and empowering environment while assisting clients to access services, develop independence and work toward their goals

The position also provides support with other tasks involved in the day-to-day running of the SWC.

This position is rostered for one Saturday shift and two weekday afternoon shifts per week. Flexibility to work additional hours, weekends, public holidays, or relief shifts may be required to meet operational needs.

Position Objectives

- Provide information, emotional support, crisis intervention to women and families experiencing homelessness, domestic and family violence, and other crisis situations, promoting safety, wellbeing, self-reliance, and independent living.
- Support Case Managers to deliver case management plans, which may include assistance with safety planning, financial planning, housing support, court support and advocacy, and/or referral to other agencies.
- Plan and facilitate meaningful activities for women, children and families that promote wellbeing, connection, confidence and positive family relationships.
- Support and engage children through age-appropriate recreational, educational and therapeutic activities within the refuge environment. Maintain concise, accurate records in accordance with relevant management practices and procedures.
- Enter customer data into the Special Homelessness Information Platform (SHIP)

- Ensure that SWC house rules and rostered duties are adhered to, including security of the premises, and maintaining a reasonable standard of hygiene and cleanliness, assisting customers where needed.
- Assist in the ordering, receipting and storage of foodstuffs, equipment, and materials.
- Liaise with appropriate Government Departments and with other local agencies.
- Observe and report any wellbeing or safety concerns relating to children and families in accordance with organisational policies and child safeguarding requirements.

Corporate Responsibilities

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Observe all safe working practices and work as directed by your supervisor.
- Ensure that you take reasonable care to ensure your own safety and health at work and that of others.
- Takes responsibility for and actively promotes the importance of the City's Risk Management processes, encouraging others to apply it and achieve positive results from it throughout their work.
- Understand the principles of customer service and undertake duties and responsibility in accordance with the City's Customer Service Charter.
- Undertake duties and responsibilities in accordance with corporate policies, management practices and procedures and demonstrate expected behaviours aligned with the City's Code of Conduct.
- Perform other duties as directed.

Selection Criteria

Qualifications/Education Level	
Requires a relevant tertiary qualification (i.e., social work, social sciences, community services) or demonstrated equivalent competency in a related field	Essential
Mandatory Certificates, Licences, Tickets, Memberships, Registrations	
Current Provide First Aid Certificate.	Essential
Current Working with Children Check.	Essential
Current WA 'C' Class Driver's License.	Essential
Knowledge, Skills, Experience & Abilities	
Knowledge of domestic and family violence issues affecting both women and children including those from culturally and linguistically diverse and Indigenous backgrounds.	Essential
Knowledge of government and community agencies and resources that assist families, benefits available, housing and relevant legal issues.	Essential
Well-developed interpersonal skills including the ability to liaise effectively with internal and external customers including effective conflict resolution, negotiation and advocacy skills.	Essential
Well-developed organisational skills with the ability to effectively prioritise multiple tasks and coordinate conflicting priorities to meet deadlines.	Essential
Well-developed written and verbal communication skills (including letter and report writing) including the ability to communicate at all levels.	Essential
Ability to problem solve focusing on a favourable solution to meet the customer need.	Essential
Ability to work effectively in culturally diverse environments and form positive working relationships.	Essential
Ability in using Microsoft Office, document management systems, financial systems and customer databases.	Essential
Experience working in a community services environment, responding to the needs and aspirations of women and children in crisis.	Essential
Other	
National Police Clearance (under 3 months)	Essential

Office use only

Position Creation Date	Date	18 August 2023	Officer	Manager Community Development
Last reviewed/Modified	Date	25 June 2025	Officer	Manager Community Development