

EMPLOYMENT PACKAGE

Housing Case Worker

PO Box 69
34 Bay Terrace
Wynnum 4178
Ph: 3393 4176
Email: admin@babi.org.au
Website: www.babi.org.au

Thank you for your interest in applying for a position with BABI Youth & Family Service. BABI is an Equal Opportunity Employer and as such, the following information is provided to ensure that all applicants have an equal opportunity for preparing their applications. It is important that your application meets the requirements of this document.

THE POSITION DESCRIPTION

The Position Description should be read carefully as it details the requirements and duties of the position. Please note that in terms of the selection criteria “demonstrated competency” or “demonstrated skill” means that you have used the competency or skill and can give and discuss examples of this use.

Conditions of Employment

This position is part-time (4 days a week) for **30 hours per week, classified at Level 4.1** and will continue dependent on BABI funding.

This position is paid in accordance with the Queensland Transitional Pay Equity Order derived from the Queensland Community Services and Crisis Assistance Award 2008. The terms and conditions of employment are those applying under the Social, Community, Home Care and Disability Services Industry Award 2010 in conjunction with the National Employment Standards. The NES and Award/Agreement are not incorporated into this contract as BABI is already required to provide these terms and conditions to their employees.

Participation in BABI events/activities/meetings which from time to time will involve some weekend/out of normal hours work.

YOUR APPLICATION

The application is to include the following:

- a) An Expression of Interest letter (max. 2-3 pages) that introduces yourself and includes your response clearly articulating how you meet the Key Selection Criteria identified in this document, using examples about your abilities and experience that you believe best qualifies you for the advertised position.
- b) A resume/curriculum vitae including the names, positions and telephone numbers of at least three referees who can comment on your competency in regard to the requirements of the position. Referees will only be contacted after an interview.

Applications that do not address the Key Selection Criteria will not be considered.

Applications close at 9am on Monday 14th September 2026. Interviews may be conducted as applications are received.

Please send your application to admin@babi.org.au or mailed to Julie Figliano, P.O. BOX 69 WYNNUM 4178

Any further queries, contact the Housing Program Manager – phone: 07 3393 4176, email: Housing2@babi.org.au.

SHORT-LISTING PROCESS

Initial short-listing is based on your expression of interest letter and your resume/previous experience. Short listings will occur within one week of the closing date. Applicants who have not been shortlisted may not receive direct notification.

INTERVIEW PROCESS

The interview panel will ask you questions that address the selection criteria and allow you to expand on your written submission. Each applicant will be asked the same questions, and you will be provided with a copy of these questions fifteen minutes prior to your interview. Questions are aimed at understanding your knowledge and skill and may include scenarios to which you will need to respond. You should answer each question fully and succinctly, as the panel will see it as your responsibility to demonstrate your knowledge and skills to support your application. You will be offered time to ask any other questions you may have at the conclusion of the interview.

REFEREE CHECKS

It is the responsibility of your referee to provide honest feedback about your knowledge, skills and abilities relevant to the selection criteria for the position. At least one referee should ideally have been a recent supervisor. If you are not currently in the workforce your referee should at least be in a position to comment on your abilities as they relate to the selection criteria. If you have any concerns about the reference checking process, please raise them during your interview. Reference checks are used to supplement the final selection decision.

SELECTION

If you are selected for the position you will be first contacted and offered the position and should you accept, a formal written offer of employment will be forwarded to you including information detailing the terms and conditions of employment. If you are not selected following your interview, you will be contacted and advised of this.

BABI PROFILE

BABI is a small-medium community based incorporated association providing a holistic response to young people and their families within the Bayside (Wynnum/Manly) and Redlands communities. Clients include young people and young parents (aged 16-21 years) who are homeless or at-risk, other young people (12-25 years) and the families of young people. BABI has operated since 1983. BABI upholds the values of empowerment, integrity, innovation and excellence and is committed to collaborative work at all levels.

Our Purpose Now, Our Vision for the Future:

BABI's purpose is to deliver bold, collaborative and impactful programs. We provide accommodation for young people and young families impacted by homelessness in Wynnum and nearby regions, alongside other wraparound services. We understand that homelessness, health and wellbeing challenges, and tough life circumstances don't happen in isolation and multiple types of support are needed.

With BABI as part of the community standing beside them, young people and families have support, strength, connection and care, and don't have to do it on their own.

Our Vision is for young people to have opportunities, purpose and happiness and to be able to build the lives they choose with support and community by their side. At BABI, we imagine a future where every young person and family we support is empowered and full of hope, confident in who they are, strong in their social and emotional wellbeing, and able to dream big - and achieve those dreams. For more information, visit the BABI Website: www.babi.org.au

BABI Youth & Family Service is committed to providing high quality accessible, respectful and participative services to homeless or at-risk young people, young parents and the families of children and teenagers. Principles of honesty, transparency, respect, human rights, social justice and strengths enhancement underpin all practice at BABI.

BABI currently operates the following programs:

- Youth Accommodation - Specialist Youth Homelessness Service
- Family Support (counselling and parenting programs)
- Youth Support (community outreach support)
- Youth Engagement (drop-in, festivals, events etc.)
- Get Set For Work (employment and training support)

BABI – Housing Case Worker Role Description

Housing Case Worker	
Reports To:	Housing Program Manager.
Direct Reports:	No direct reports.
Key Liaisons:	Housing Clients and Tenants, Housing Program Team members, other BABI staff, Department of Housing, Housing Organisations, Networks and Agencies.

Role Purpose
To support and assist young people and families within the provision of BABI Programs by providing a professional, high-quality case management service.

Key Focus Areas

- **Service Delivery and Case Management.**
- **SYHS Partnerships and Networks.**
- **SYHS Data recording.**
- **Quality Accreditation adherence.**
- **Team Contribution.**

Your Key Focus Areas	
Area	Key Outcome
Service Delivery and Case Management.	High-quality program and case management services are delivered to clients and tenants, which achieves the required outcomes for individuals and families. Critical incidents are carefully managed with compassion.
SYHS Partnerships and Networks.	Under the direction of the Housing Program Manager, key relationships are developed, resulting in opportunities for collaboration that strengthen BABI's service offering to clients and the community, with a focus on increasing the housing stock that BABI manages.
SYHS Data recording.	Ensure program data collection and reporting is provided in an accurate and timely manner. Follow all relevant legislative and statutory requirements, service agreements and BABI policies and procedures.
Quality Accreditation adherence.	Adherence to Policy, Procedure and processes to ensure National Regulatory System Community Housing (NRSCH) Accreditation is maintained and supported under the direction of the Housing Program Manager.
Team Contribution.	Supporting and contributing to a highly productive Housing Team & (more generally) BABI in achieving high quality outcomes for young people, including willingness to work at different BABI sites to support team outcomes.

What You Need To Succeed (qualifications and requirements)

• A current 'Working with Children' Blue Card, current unrestricted open Driver's Licence, First Aid Certificate (BABI can assist you to gain a First Aid Certificate). • Qualifications in Social Work, Human Services or other relevant disciplines. • Demonstrated case management knowledge and experience, preferably in relation to housing needs. • Skills and knowledge in working with at risk young people, families and youth in a border complex such as housing, health, education training and/ or employment, within a Determinants of Health framework. • Data collection experience and strong written and oral communication skills. • Proven ability to effectively assess, track and manage competing priorities and demonstrated attention to detail.	• Ability to effectively support a positive team culture, set goals, resolve problems and make decisions that enhance program effectiveness while operating in an inclusive and human rights first environment. • Ability to positively influence others and establish and maintain positive internal and external working relationships, to achieve results that are in the best interest of the SYHS program. • Demonstrated adaptability and willingness to be flexible, proactive and resilient in a changing work environment and decision making to determine the importance, urgency and risks, and make clear decisions, while maintaining effectiveness and efficiency. • Honesty, accountability and understanding of ethical behaviour and organisational practices for yourself and other people, while operating in an inclusive and human rights first environment.
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Delivering Results

Service Delivery and Case Management.

Key Outcome	Responsibilities
A high-quality program and case management services are delivered to clients and tenants, which achieves the required outcomes for individuals and families. Critical incidents are carefully managed with compassion.	• Developing and implementing case management plans with the involvement of the young person, which are holistic and integrate a range of services based on their needs. • Assisting with intake and nominating clients for properties. • Supporting and educating young people in their personal goals and day-to-day life skills including practical and hands-on assistance. • Supporting clients with department applications and liaising with the department. • Advocating for clients to access additional services to support in addressing their needs (e.g. Centrelink benefits, rental assistance, mental health). • In conjunction with relevant team members, responding to tenancy and property issues such as complaints and feedback, maintenance, rent arrears and accommodation breaches. • Develop/maintain your understanding of barriers young people face to successful community engagement and the underlying issues facing young people and their families, including a focus on housing issues. • Contribute to raising awareness and advocacy of youth homelessness issues through participation and engagement in relevant activities. • Managing expenditure under the direction of the Housing Program Manager.

SYHS Partnerships and Networks.

Key Outcome	Responsibilities
Under the direction of the Housing Program Manager, key relationships are developed, resulting in opportunities for collaboration that strengthen BABI's service offering to clients and the community, with a focus on increasing the housing stock that BABI manages.	- Developing and maintaining relationships with key government departments for the benefit of clients (e.g. Department of Housing and Public Works, Department of Child Safety Youth and Women, Department of Human Services, Public Guardian etc.) - Liaising with community organisations and building and maintaining links to services with other relevant organisations, with a view to improving outcomes for young people who are homeless or at risk of homelessness. - Networking/contributing to sector development and representing BABI at key events including inter-agency networks, community consultation and forums in a positive manner.

SYHS Data recording.

Key Outcome	Responsibilities
Ensure program data collection and reporting is provided in an accurate and timely manner. Follow all relevant legislative and statutory requirements, service agreements and BABI policies and procedures.	- Proactively ensure that the case and other program notes are up to date and the information is relevant. - Diligently maintaining program, case and client records in a confidential manner. - Contributing to SYHS funding reporting as needed. - Monitoring and evaluating service delivery, case management plans and case management. - Ensuring client confidentiality and informed consent. - Utilising relevant databases including Specialist Homelessness Information Platform (SHIP) and Queensland Homelessness Information Platform (QHIP) to accurately capture service delivery information.

Quality Accreditation adherence.

Key Outcome	Responsibilities
Adherence to Policy, Procedure and processes to ensure National Regulatory System Community Housing (NRSCH) Accreditation is maintained and supported under the direction of the	- Actively adhering to Policies, Procedures, forms, and systems to maintain NRSCH Accreditation and HSQF standards to ensure compliance. - Contribute to compliance audits as needed.

Housing Program Manager.	
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Team Contribution	
Key Outcome	Responsibilities
Supporting and contributing to a highly productive Housing Team & (more generally) BABI in achieving high quality outcomes for young people, including willingness to work at different BABI sites to support team outcomes.	• Ensure a collaborative team environment and promote team-work and mutual respect within the Housing Team and wider BABI team. • Promote a BABI culture that supports and adopts values that are inclusive, human rights first, and contribute to a collaborative environment within BABI. • Attending regular Internal Supervision sessions with the Housing Program Manager, and actively participate in the annual performance and development planning process. • Participate in professional development activities, learning opportunities, clinical supervision, and other actions identified during annual performance development and planning process and other opportunities discussed with the CEO. • Actively participating in internal meetings and other Planning Days to assist in ensuring that the SYHS team and BABI achieve their purpose. • In high workload situations, provide assistance to other BABI staff and teams as requested by the Housing Program Manager, including administration support and support with other youth programs.

Key Selection Criteria (KSC)
Demonstrated competency in the following areas is required: KSC1: Relevant experience and/or qualifications in the youth accommodation sector or in community housing, or other relevant community sector experience, as well as demonstrated understanding of the homelessness service system, the causes of youth homelessness, and factors that contribute to a young person's successful tenancy and exit out of homelessness. KSC2: A demonstrated ability in providing case management, group work, life skills and personal development workshops for at-risk and disadvantaged young people. KSC3: Well developed administrative skills and a track record in keeping administrative and case records in a timely and accurate manner. KSC4: Demonstrated excellent communication skills (verbal and written), the ability to remain professional in challenging situations, and the ability to solve problems and resolve issues that arise in service delivery. KSC5: A demonstrated ability to build networks and partnerships and to work effectively with other staff and a range of stakeholders (ie. government departments, other organisations) to achieve positive outcomes. KSC6: Proven ability to work autonomously (time/self-management) and work effectively and collaboratively as a member of a multi-disciplinary team.

You are encouraged to apply if you believe you possess demonstrated transferable skills to be effective in the role and a willingness to undertake industry specific training and development.

Policy Review and Version Tracking				
Version	Date Reviewed	Person Responsible	Comments	Date Adopted
1	08.03.2011	Policy Committee	Form developed	
2	28.06.2011	Juanita Lynam	Cm'tee reviewed/Finalised	
3	17.04.2015	CEO	Updated	
4	04.10.2016	General Manager	Reviewed	
5	19.03.2019	General Manager	Reviewed	
6	05.09.2020	General Manager	Reviewed/Updated	
7	06.03.2025	CEO	Reviewed/Updated	
8	31.08.26	CEO and Housing Manager	Reviewed/Updated	