

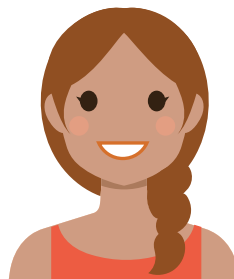
NSW SPECIALIST HOMELESSNESS SERVICES

Workforce Profile, 2017

WHO ARE WE?



Proportionally few staff aged 55+, compared with all NSW community sector staff



83% WOMEN
14% MEN
2% NON-BINARY/OTHER

7 in 10 SHS organisations have a female CEO



9% ABORIGINAL OR TORRES STRAIT ISLANDER STAFF

64% of SHS orgs have policies for recruiting ATSI staff compared with **51%** of all NSW community orgs



50% HAVE A UNIVERSITY QUALIFICATION

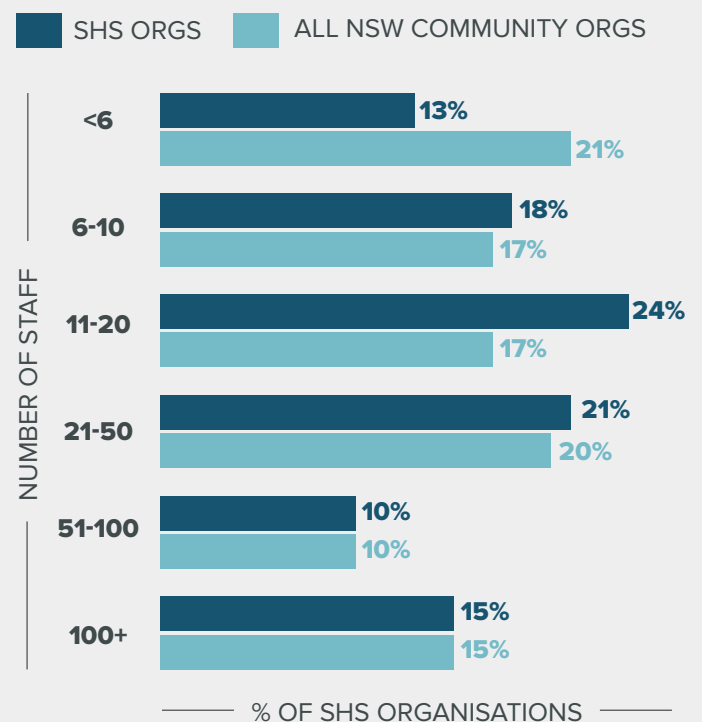
Proportionally more SHS staff have degree qualifications than staff across the NSW community sector



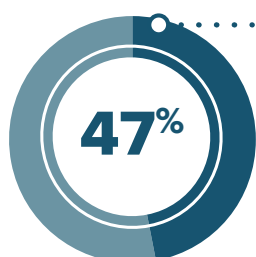
23% HAVE A LIVED EXPERIENCE OF HOMELESS

30% of providers have recruitment policies for people with lived experience/social disadvantage

SIZE OF SHS ORGANISATIONS



EMPLOYMENT CONDITIONS



PERMANENT OR 3 YEARS+
29% fixed term (higher than 18% for community sector)
24% casual (on par with national figures)

SINCE 2013, there has been a shift in SHS contracts from permanent to fixed term or casual

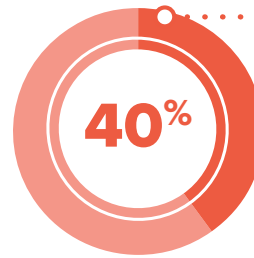
4-10

YEARS' EXPERIENCE IN SECTOR FOR MOST SHS STAFF

59% workers have held 2 - 5 SHS sector jobs

LARGE MAJORITY OF SHS STAFF ENJOY THEIR JOB

- their work gives them a feeling of accomplishment
- they have tools and resources to do their job well
- they feel supported by their manager and workplace
- their job makes good use of their skills and abilities

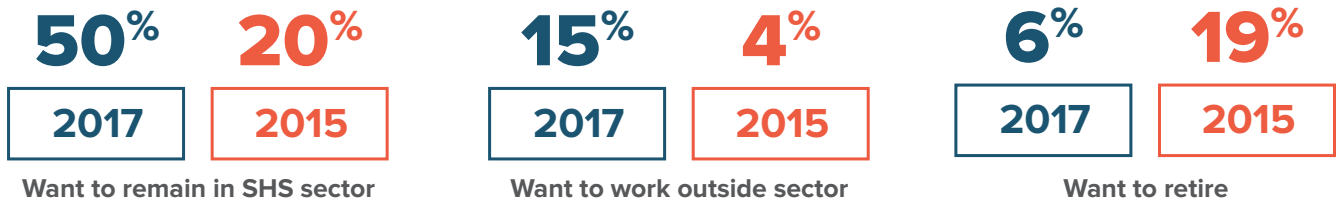


HAVE CAREER ADVANCEMENT OPPORTUNITIES WITHIN THEIR ORG

23% are unsure if there are any opportunities

37% have no opportunities

WHERE DO SHS STAFF WANT TO BE IN THE NEXT 3 YEARS?



HOW ARE WE DEVELOPING THE WORKFORCE?



52%

CLINICAL SUPERVISION



20%

MENTORING



9 DAYS'

PROFESSIONAL DEVELOPMENT FOR SHS WORKERS PER YEAR

6.5 DAYS for NSW community sector workers on average per year



31%

PHONE SUPPORT/ GUIDANCE



16%

ROLE MODELS

13%

BUDDYING

11%

COMMUNITIES OF PRACTICE

10%

SHADOWING OTHER WORKERS

THE TOP 5 SHS WORKFORCE DEVELOPMENT PRIORITIES ARE

1. Consistent and accredited training
2. Training on trauma informed care and support
3. Establishing communities of practice
4. Career pathways
5. Facilitating recognition of prior learning for workers

THE TOP 4 SHS TRAINING PRIORITIES ARE

STAFF WITH CLIENTS

1. working with specific populations
2. trauma informed care
3. case work
4. self-care

MANAGERIAL STAFF

1. organisational development
2. human resources
3. business skills
4. management skills