



Welcome to HomeNow – your first step towards a new career in Queensland's housing and homelessness sector.

Challenging, dynamic and rewarding, the housing and homelessness sector offers career pathways that are both rich in opportunity and have positive impact for our communities.



Free workplace wellbeing training available now

Join us for FREE workplace wellbeing training designed to offer support and education to those in the Housing and Homelessness Sector. Thanks to Q Shelter it's now available for you too!

Workforce Wellbeing uses a Trauma-Informed Practice approach, aimed to establish supports for self-care for all staff, volunteers, and stakeholders. This resource will help you develop your skills and support the implementation of trauma-informed practices.

What You'll Learn

- The importance of workplace wellbeing in creating a Trauma-Informed Care (TiC) organisation
- Reflective practice techniques
- Tools for reflecting on your own workplace wellbeing
- The concept of positive psychology
- How to foster a culture of workforce wellbeing in your organisation

Access the training for free



Get into the sector, even without direct experience

One of the questions we get asked the most from people wanting to get into the sector, is how do I get into the sector with no experience?

Getting into the housing and homelessness sector without prior experience can be a challenging but rewarding journey. Here are some steps to help you get started:

Research and Learn: Begin by researching the housing and homelessness sector. Understand the key issues, policies, and organisations involved. This will help you grasp the sector better and prepare you for potential roles.

Volunteer: Consider volunteering within the sector. This allows you to gain first hand experience, learn about the challenges faced by individuals experiencing

homelessness, and start building your network.

Education and Training: Consider pursuing relevant education and training. While not always necessary, having a background in social work, community services, or a related field can be beneficial. Look for courses or workshops that focus on housing and homelessness issues. You may have more knowledge and skills than you think, so think about your transferable skills and update your resume to highlight them, such as good communication, working with people, empathy, and problem-solving.

Networking: Attend conferences, seminars, and networking events related to housing and homelessness. This can help you meet professionals in the field, learn about job opportunities, and gain insights into the sector.

Apply for Entry-Level Positions: Look for entry-level positions in organisations that work in the housing and homelessness sector. These roles may include support worker, outreach worker, or administrative positions. Be persistent and flexible, and be open to starting in a different role or organisation than you initially envisioned.

Continued Learning and Development: Once you're in the sector, continue to educate yourself about housing and homelessness issues. Attend training sessions, read relevant literature, and stay informed about current trends and best practices.

While entering the housing and homelessness sector without experience may seem daunting, it's important to remember that passion, dedication, and a willingness to learn can go a long way.



Role Spotlight: Outreach/Case Manager

Each edition of the HomeNow update profiles a key role or career in the housing and homelessness sector which may just be the perfect pathway for you.



Outreach, Case Managers, also known as Community Support Workers, or Client Advocates, play a crucial role in providing direct support and assistance to individuals and families in need. They work tirelessly to connect clients with vital services and resources, ensuring they receive the care and support they require.

Key tasks include conducting outreach activities to engage with vulnerable populations, assessing clients' needs and developing individualised support plans, providing, crisis intervention and advocacy, collaborating with other service providers, maintaining accurate records, finding or sustaining housing, and evaluating the effectiveness of interventions.

Key attributes

- Strong interpersonal and communication skills
- Empathy and cultural sensitivity
- Ability to work independently and as part of a team
- Problem-solving skills and resilience

Potential pathway options

- Experience in social work, community services, or related fields
- Qualifications in Social Work, Human Services, Psychology, or related disciplines

Find similar roles on Seek



Helping with hoarding and squalor

One of the areas in which Outreach / Case Managers may assist people is help with hoarding behaviours. [This online workshop on 2 May](#) is being offered at a heavily discounted rate for students, but only for a limited time. Use the code "STUDENTSAVER24" when you register.

Find out more



Spring Hill Community Day

There are many regions in Queensland where the Housing and Homelessness sector gets together to highlight the services available to people struggling with housing need or experiencing homelessness.

The Spring Hill Community Day, held earlier this month, was one such celebration. Check out the video below for the highlights of this special day.





The HomeNow campaign showcases the many rich and rewarding career pathways that exist in Queensland's housing and homelessness sector, to attract dedicated, passionate and skilled people to work in the sector.

The HomeNow project is delivered by [Q Shelter](#) and [Homelessness Queensland](#) under the Workforce Connect Fund. This Workforce Connect Fund project is proudly funded by the [Queensland Government](#).

HomeNow c/- Q Shelter,
PO Box 214, Spring Hill, Queensland 4004
Australia 07 3831 5900
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