



| NSW Department of Education

Welfare Support Worker

Welfare support workers provide support, information and advice to people through a range of person-centred services. They provide support for their clients who are experiencing emotional, financial, health, housing and other social welfare issues. Welfare support workers frequently liaise with welfare agencies and government bodies to promote awareness of community services and resources.

What welfare support workers do

Welfare support workers provide individualised support to clients going through difficult times. They provide support to people dealing with issues such as substance abuse, dysfunctional relationships and rehabilitation. Welfare support workers may have specific training and skills for working in areas such as drug and alcohol, mental health, youth work, ageing, disability, social housing and counselling.

Welfare support workers may arrange community gatherings, help clients who need counselling, administer food banks, help people obtain benefits and services such as housing and support community members in accessing medical care. Providing client-centred support to people in crisis is also an important part of this role. Other duties can include evaluating and coordinating services for welfare and community service agencies. Welfare support workers may be employed by community centres and organisations that focus on community outreach and care.

Will I get a job?

Strong growth in this occupation is predicted, with 11,600 new jobs in Australia in the next four years, bringing the total to 63,900.

What will I earn?

\$951–\$1,100 median full-time weekly salary (before tax, excluding super).

You'll like this job if...

You're able to communicate effectively with a wide range of people. You're tolerant. You have a positive and non-judgemental attitude. You take initiative and have good planning and organisational skills. You're able to deal with conflict in stressful situations. You're committed to social justice. You're patient, caring and supportive.

A day in the life...

Work as a welfare support worker may involve these tasks:

- interview clients and assess their difficulties
- plan, develop and implement educational, training and support programs
- support victims of abuse or others who need assistance
- monitor and report on a client's progress
- refer clients to agencies that can provide extra help
- assess community need for health, welfare, housing, employment, and training
- liaise with community, business and government groups about community issues
- promote awareness of community resources and services
- facilitate education and care for children and disabled persons in adult service units, group housing and government institutions
- supervise offenders on probation and parole
- empower young people to solve social, emotional and financial problems
- prepare submissions and reports for funding and resources to government bodies and other agencies.

VET qualifications

The following government-subsidised qualifications are available in NSW:

Certificate II in Auslan (22075VIC)

- Up to 1 year full-time
- Graduates employed or in further study: 87.6%*

Certificate II in Community Services (CHC22015)

- Up to 1 year full-time
- Available as a traineeship
- Graduates employed or in further study: 78.6%*

Certificate III in Active Volunteering (CHC34015)

- Up to 2 years full-time
- Graduates employed or in further study: 83.1%*

Certificate III in Auslan (22077VIC)

- Up to 2 years full-time
- Graduates employed or in further study: 67.8%*

Certificate III in Community Services (CHC32015)

- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 76.7%*

Certificate IV in Ageing Support (CHC43015)

- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 86.6%*

Roles to look for

- Community worker
- Disabilities services officer
- Family support worker
- Parole or probation officer
- Residential care officer
- Youth worker

Main employing industries

- Healthcare and social assistance
- Government and councils

Other jobs you may like...

- Counsellor
- Indigenous health worker
- Welfare, recreation and community arts worker
- Alcohol and drug worker
- Community worker
- Disability services worker
- Recreation adviser or coordinator
- Social worker
- Special care worker
- Welfare centre manager
- Youth worker

Certificate IV in Alcohol and Other Drugs (CHC43215)

- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 89.8%*

Certificate IV in Auslan (22078VIC)

- Up to 2 years full-time
- Graduates employed or in further study: 81.8%*

Certificate IV in Child, Youth and Family Intervention (CHC40313)

- Up to 2 years full-time
- Graduates employed or in further study: 89.8%*

Certificate IV in Community Development (CHC42115)

- Up to 2 years full-time
- Graduates employed or in further study: 89.8%*

Certificate IV in Community Services (CHC42015)

- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 85.9%*

Certificate IV in Disability (CHC43115)

- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 90%*

Certificate IV in Mental Health Peer Work (CHC43515)

- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 89.8%*

Certificate IV in Social Housing (CHC42215)

- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 89.8%*

Certificate IV in Youth Work (CHC40413)

- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 93.4%*

Certificate IV in Youth Justice (CHC40513)

- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 89.8%*

Diploma of Alcohol and Other Drugs (CHC53215)

- Up to 2 years full-time
- Graduates employed or in further study: 84.8%*

Diploma of Auslan (22081VIC)

- Up to 2 years full-time
- Graduates employed or in further study: 87.8%*

Diploma of Community Services (CHC52015)

- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 89.8%*

Diploma of Youth Work (CHC50413)

- Up to 2 years full-time
- Graduates employed or in further study: 92%*

Diploma of Counselling (CHC51015)

- Up to 2 years full-time
- Graduates employed or in further study: 84.8%*

Diploma of Mental Health (CHC53315)

- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 84.8%*

Diploma of Child, Youth and Family Intervention (CHC50313)

- Up to 2 years full-time
- Graduates employed or in further study: 84.8%*



To find out more regarding these related jobs, visit education.nsw.gov.au/job-guides.

Information sources

Income: Australian Government Department of Employment, Australian Jobs Report 2017, Occupation Matrix. ANZSCO ID: 2211. Earnings can vary greatly depending on the skills and experience of the worker, and the demands of the role. Career trend: Australian Government Department of Employment 2017 employment projections to May 2022. Graduate outcomes: National Centre for Vocational Education Research. *Approximately 6 months after they completed VET.

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