

Welfare Support Worker

Welfare support workers provide support, information and advice to clients on emotional, financial, recreational, health, housing and other social welfare matters. They evaluate and coordinate the services of welfare and community service agencies.

Job title examples

- Community Worker
- Disabilities Services Officer
- Family Support Worker
- Parole or Probation Officer
- Residential Care Officer
- Youth Worker/ Youth Officer/ Youth Support Worker

Other jobs in this field of work

What welfare support workers do

- assess clients' needs and plan, develop and implement educational, training and support programs
- interview clients and assess the nature and extent of difficulties
- monitor and report on the progress of clients
- refer clients to agencies that can provide additional help
- assess community need and resources for health, welfare, housing, employment, training and other facilities and services
- liaise with community groups, welfare agencies, government bodies and private businesses about community issues and promote awareness of community resources and services
- support families and provide education and care for children and disabled persons in adult service units, group housing and government institutions
- supervise offenders on probation and parole
- assist young people to solve social, emotional and financial problems
- prepare submissions for funding and resources, and reports to government bodies and other agencies

Main employing industries

- Health Care and Social Assistance
- Public Administration and Safety (eg government and councils)

Qualifications



The following government subsidised qualifications are available in NSW:

Certificate II in Auslan available as a qualification

Certificate II in Community Services available as a traineeship or qualification

Certificate II in Population Health available as a traineeship or qualification

Certificate III in Active Volunteering available as a qualification

Certificate III in Auslan available as a qualification

Certificate III in Community Services available as a traineeship or qualification

Certificate III in Aquatics and Community Recreation available as a traineeship or qualification

Certificate IV in Ageing Support available as a traineeship or qualification

Certificate IV in Alcohol and Other Drugs available as a traineeship or qualification

Certificate IV in Auslan available as a qualification

Certificate IV in Child, Youth and Family Intervention available as a qualification

Certificate IV in Community Development available as a qualification

Certificate IV in Community Services available as a traineeship or qualification

Certificate IV in Disability available as a traineeship or qualification

Certificate IV in Leisure and Health available as a traineeship or qualification

Certificate IV in Mental Health Peer Work available as a traineeship or qualification

Certificate IV in Social Housing available as a traineeship or qualification

Certificate IV in Youth Work available as a traineeship or qualification

Certificate IV in Youth Justice available as a traineeship or qualification

Diploma of Alcohol and Other Drugs available as a qualification

Diploma of Auslan available as a qualification

Diploma of Community Services available as a traineeship or qualification

Diploma of Youth Work available as a qualification

Diploma of Counselling available as a traineeship or qualification

Diploma of Mental Health available as a traineeship or qualification

Diploma of Child, Youth and Family Intervention available as a qualification

Apprenticeships and traineeships: Find out how to get an [apprenticeship or traineeship](#)

Course fees: You may be eligible for government subsidised training under Smart and Skilled. Go to the [Course Finder](#) to find training in your area, estimate your fee and find a training provider

Job prospects and pay



- There are around 21,859 welfare support workers working in NSW.
- Over the next four years, employment in this occupation is expected to grow in NSW.

Average weekly full time earnings (before tax):

- Welfare support workers: \$1,156
- All occupations: \$1,200

Related jobs



- Counsellor
- Enrolled and Mothercraft Nurse
- Indigenous Health Worker
- Welfare, Recreation and Community Arts Worker

To find out more regarding these related jobs, visit the [Job Guides Homepage](#).

Information sources

Occupations: Australian Bureau of Statistics, Australian and New Zealand Standard Classification of Occupations, 1220.0

Employment: Australian Bureau of Statistics, Labour Force, Australia, Detailed, Quarterly, 6291.0.55.003

Skills shortages: Department of Employment, Skill Shortage List NSW 2015-16

Job prospects: Centre of Policy Studies (CoPS), Victoria University, Employment Forecast Data for NSW 2015/16 to 2022/23

Earnings: Department of Employment, joboutlook.gov.au, based on ABS Characteristics of Employment Survey, August 2014