

POSITION DESCRIPTION



POSITION TITLE	Case Manager, Domestic and Family Violence
REPORTING TO	Team Leader, Domestic and Family Violence Programs
DEPARTMENT	Service Delivery
CLASSIFICATION	SCHADS Level 4

THE ROLE

To provide client-centered case management for people who have experienced domestic or family violence. The Case Manager will facilitate safety, well-being and housing independence.

IDENTIFIED POSITION

This is an identified position i.e. for woman or gender diverse person.

This requirement is made in accordance with Section 35 of the Northern Territory Anti-Discrimination Act 1992, which permit roles to be designated for members of specific groups where a genuine occupational need exists, due to the essential nature of the position.

KEY RESPONSIBILITIES

Duties

- Provide intake assessments, crisis-intervention, risk assessment, safety planning, and holistic support under the YWCA Case Management, Service Model and Practice Frameworks
- Complete a comprehensive intake assessment, using the Northern Territory Common Risk Assessment Tool
- In collaboration with clients, complete property assessments and facilitate security upgrades to increase safety and security
- Develop and maintain strong and respectful relationships with clients, colleagues and external stakeholders including those from diverse cultural backgrounds and linguistic needs, to optimise client service delivery and referral
- Perform a range of activities including comprehensive case notes and reporting in line with funding agreement and legislative requirements
- Take part in an on-call after hours roster
- Other duties as delegated, consistent with the role's level of responsibility and expertise.

QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Tertiary qualifications in Community Services, Social Work or relevant area
- Experienced in culturally appropriate, trauma-informed, and strengths-based support for women impacted by domestic and family violence.
- Comprehensive knowledge of the domestic and family violence sector
- Demonstrated knowledge of the complex issues related to domestic and family violence, the criminal justice response, family law, child protection, mandatory reporting, policy and processes
- Effective in building trust-based relationships and communicating to engage and advocate with stakeholders at all levels

Current at September 2025

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- Demonstrated passion for intersectional feminism, women's rights, social change and contributing to an organisation that advocates for equality through influencing and pushing boundaries.

ROLE REQUIREMENTS

Please note that this role requires the team member to hold, or be willing to obtain, the following:

- A valid National Police Check
- A state-based Working with Children Check
- A current Driver's Licence
- Completion of a medical declaration

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