

# POSITION DESCRIPTION



<b>POSITION TITLE</b>	Senior Case Manager, Women's Housing Support Programs
<b>REPORTING TO</b>	Community Development Co-Ordinator
<b>DEPARTMENT</b>	Service Delivery
<b>AWARD</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>CLASSIFICATION</b>	Social and Community Level 5

## THE ROLE

This role delivers specialist, trauma informed, strengths-based case management and tenancy support, providing holistic support tailored to client needs. The position applies advanced knowledge of housing systems and social frameworks to support clients, including older women, women-led families, and women impacted by homelessness, housing insecurity and/or domestic and family violence.

## KEY RESPONSIBILITIES

### Duties

- Provide specialist trauma informed, strengths-based case management to clients in the housing program, including intake, risk assessment, crisis intervention, support planning, safety planning, and holistic support under YWCA frameworks.
- Undertake complex needs assessments to identify tenant requirements and provide targeted interventions, including brokerage, advocacy, and linkage to financial, material, educational, and training resources.
- Provide wraparound and holistic support through both onsite and outreach services, assisting tenants to sustain tenancies, build independence, and achieve personal and housing-related goals.
- Partner with tenants to define housing aspirations and lead transition planning, including exit pathways into suitable long-term accommodation when required.
- Work collaboratively with the Housing Operations Team to resolve client tenancy issues, including reporting of maintenance issues and negotiate towards positive outcomes.
- Build relationships with service providers and referral partners, including onsite services and activities for tenant engagement and support.
- Apply advanced communication strategies to build respectful, trusting relationships with clients and colleagues from diverse cultural and linguistic backgrounds.
- Develop and sustain partnerships with housing providers, support services and government agencies to achieve systemic and client-focused outcomes.
- Represent the organisation at relevant meetings at sector meetings, forums, and stakeholder engagements as required.
- Ensure accurate and timely documentation, including client records, case notes, and reporting for program evaluation and compliance.
- Work with coordinator to develop program documentation and procedures for effective delivery of service, prepare funder reports and contribute to program evaluation and continuous improvement.
- Monitor CCTV and respond to security concerns in accordance with organisational protocols as required.
- Other duties as delegated, consistent with the role's level of responsibility, expertise and organisational priorities.

Current at December 2025

## QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Qualifications in Community Services, Social Work or relevant area and/or equivalent professional work experience.
- Demonstrated experience delivering case management, including risk assessment, crisis intervention, and holistic support planning.
- Specialist knowledge of one or more of the following sectors: social and community housing, homelessness, domestic and family violence, alcohol and other drugs (AOD), and mental health.
- Proven ability to build and maintain strong, respectful relationships with clients, colleagues, and stakeholders.
- Advanced communication skills to engage diverse audiences and negotiate positive outcomes.
- Excellent written and verbal skills, able to communicate information clearly and professionally.
- Strong digital literacy and proficiency in Microsoft 365 and relevant systems to manage data and collaborate effectively.
- Experience in the not-for-profit sector is highly desirable.

## 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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