

POSITION DESCRIPTION



POSITION TITLE	Case Manager, Housing Support Programs
REPORTING TO	Team Leader, Housing Support Programs
DEPARTMENT	Service Delivery
CLASSIFICATION	SCHADS Level 4

THE ROLE

To provide strength-based case management and tenancy support across a range of housing programs designed to increase independence for young people and older women. The role will facilitate safety, well-being and housing independence and also link clients into the private rental market, mainstream services such as Centrelink, Department of Children Families, Housing and Communities and health services.

IDENTIFIED POSITION

This is an identified position for woman. 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

- Provide intake assessments, crisis-intervention, risk assessment, support plans, safety planning, and holistic support under the YWCA Case Management, and Service Model and Practice Frameworks
- Work with clients to maintain their tenancies, and prepare for and facilitate the transition between YWCA, private, public or community housing options
- Apply effective communication techniques to build and maintain relationships with clients and colleagues, including those from diverse cultural backgrounds and linguistic needs, based on respect and trust
- Develop co-operative working relationships and networks with external agencies and providers to optimise client service delivery and referral
- Assist the Team Leader, Housing Support Programs with the planning, implementation and review of the programs
- Maintain accurate client information and case notes on the case management system
- Other tasks as assigned

QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Tertiary qualifications in Community Services, Social Work or relevant area
- Demonstrated experience in a similar case management role
- Knowledge of one or more of the following sectors: housing/homelessness, domestic and family violence, alcohol and other drugs (AOD), and sexual violence.
- Ability to build strong relationships at all levels based on trust and collaboration
- Concise and tailored communication and strong interpersonal skills
- Adapts well to and can lead, drive, and advocate change in an organisation
- Demonstrated passion for Women's Rights, social change and contributing to an organisation that advocates for equality through influencing and pushing boundaries
- Experience working within a Not-for-Profit environment (highly desirable)

Current at February 2026

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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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