

POSITION DESCRIPTION



POSITION TITLE	Team Leader, CASY House
REPORTING TO	Manager, Safety, Homelessness and Lived Experience
DEPARTMENT	Service Delivery
DIRECT REPORT(S)	Youth Workers and Case Managers(multiple incumbents)
AWARD	Social, Community, Home Care and Disability Services Industry Award 2010
CLASSIFICATION	Social and Community Level 6

THE ROLE

To lead and actively contribute to the delivery of CASY House by providing direct support to young people, alongside providing guidance, supervision, and support to the team within a youth crisis accommodation setting.

KEY RESPONSIBILITIES

Duties

- Provide operational oversight of CASY House, embedding trauma-informed and person-centred principles across all aspects of service delivery to ensure clients feel safe, empowered, and respected.
- Ensure the team undertakes intake assessments, crisis intervention, risk assessment, safety planning, and holistic support in alignment with the YWCA Case Management and Service Model and Practice Frameworks.
- Lead, coordinate, and provide reflective supervision for the CASY House team, fostering a culture of empathy, accountability, and continuous learning.
- Assess and monitor workflow, workloads, and team performance.
- Prepare and manage the fortnightly roster to ensure adequate coverage and responsiveness to client needs.
- Establish, build, and maintain strategic external networks to enhance service delivery, strengthen referral pathways, and promote collaborative working relationships to enhance the service delivery to young people.
- In collaboration with the Manager, meet the contractual obligations of the funding agreement, including program evaluation, data collection, and timely completion of all organisational reporting requirements.
- Monitor and review program budgets in consultation with the Manager, ensuring resources are allocated effectively to support trauma-informed, person-centred service outcomes.
- Provide service coverage during periods of team member absence or high demand.
- Participate in the On Call roster.
- Undertake other duties as delegated, consistent with the role's level of responsibility and expertise.

Leadership

- Coach, mentor and lead our people to achieve our vision and strategic goals through building capability, organisational awareness, and promotion of our values
- Set exceptional standards with a focus on continuous improvement
- Manage, contribute to, and promote safe and inclusive work practices consistent with our policies and WH&S legislation to support a safe environment for all

Current at October 2025

QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Tertiary qualifications in a relevant area e.g. Social Sciences or Social Work (post graduate qualifications are highly desirable)
- Demonstrated experience leading and developing people to build capability
- Proven experience in a comparable role, with a focus on youth services and crisis accommodation support. Experience in a 24-hour crisis service will be highly regarded.
- Comprehensive knowledge of one or more of the following sectors: youth, housing/homelessness, domestic and family violence, alcohol and other drugs (AOD), and sexual violence.
- Understanding of relevant legislation, governance, policies, and service delivery processes.
- 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)

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

At YWCA Australia, we live our values every day

