

POSITION DESCRIPTION



POSITION TITLE	Case Manager, Women's Housing Support
REPORTING TO	Team Coordinator, Women's Housing Support
DEPARTMENT	Service Delivery
CLASSIFICATION	SCHADS Level 4

THE ROLE

To provide case management support to women 50 years+ who reside in the Lakehouse transitional program in South Melbourne. The program provides client focused case management to support women to settle and stabilise, achieve economic participation goals, and to quickly access and settle into long term housing exit options in the broader community.

KEY RESPONSIBILITIES

Duties

- Through the case management process, assist women to settle and stabilise in Lakehouse (South Melbourne) transitional housing and assist clients to find/maintain sustainable long-term housing as soon as possible, including social, community and YWCA Housing options.
- Work with the Team Coordinator, Women's Housing Support to ensure obligations are met under contract of service.
- Use a sustaining tenancies approach in partnership with YWCA Housing to assist clients to settle into Lakehouse (South Melbourne) transitional rooming house.
- Participate in on-site support at the Lakehouse, alongside members from the Women's Housing Support and Housing teams.
- Use a sustaining tenancies approach, including settlement work in partnership with social housing providers, as women exit to stable housing options in the community.
- Ensure pathways are created for additional support as required, including pathways to economic participation (training, volunteering, paid employment) and social inclusion.
- Develop and maintain strong relationships with service providers to assist in ensuring positive client outcomes.
- Maintain strong links with key social housing providers.
- Co-work with the YWCA Housing team on opportunities for tenant participation including feedback surveys, newsletters, and tenant advisory groups.
- Represent YWCA Australia at relevant care co-ordination meetings.
- Ensure client data is collected for reporting and evaluation of program.
- Work with the tender and grants team in the development of submissions for funding to facilitate community development projects for tenants.
- Contribute to professional development by attending regular supervision and performance reviews.
- Other tasks as assigned.

QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Relevant tertiary qualifications in Social Science, Social Work, or relevant degree or demonstrated experience in a similar field.

Current at July 2026

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- Previous case management experience working with people who are experiencing homelessness or are at risk of homelessness.
- Proven understanding of the needs of marginalised people and the ability to effectively support clients with these needs.
- Excellent verbal and written communication skills across a variety of audiences, including the ability to respond to clients with empathy, sensitivity and understanding.
- Demonstrated ability to build and maintain strong relationships with clients, other services and accommodation providers and government agencies.
- Proficient IT skills in Microsoft Office and client management systems.

Desirable

- Experience working with women using an inclusive and intersectional feminist practice approach.
- Knowledge of Victorian Housing Register and social housing options.

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