

Position Description

Position Title	Case Manager, CASY House
Who You'll Report To	Team Leader, CASY House
Where This Role Sits (Dept)	Service Delivery – CASY House
Employment Instrument	Common Social, Community, Home Care and Disability Services Industry Award 2010
Classification	Social and Community Services Level 4
Status	Full time

Our Purpose

We support women in Australia to live in safe, secure and affordable homes and fostering women's leadership and working alongside them so they can build the future they want. Learn more about YWCA Australia [here](#).

Why This Role Matters

Young people who come to CASY House are often experiencing homelessness, domestic and family violence, family conflict, trauma, mental health challenges and other complex circumstances. At a time of significant uncertainty, this role provides the stability, advocacy and support that helps young people feel safe, build confidence and develop the skills needed to move towards independence.

As the Case Manager, you will provide trauma-informed, strengths-based and intersectional feminist case management that supports young people to identify their goals, address immediate risks, and work towards sustainable housing and positive life outcomes. You will coordinate individual support plans, undertake comprehensive assessments, advocate across service systems, and work collaboratively with internal and external partners to ensure each young person receives coordinated, holistic support.

Working closely with Youth Workers, you will provide guidance on implementing support plans, monitor progress towards goals, and ensure interventions are responsive to each young person's changing needs. Through therapeutic engagement, effective case coordination and a commitment to culturally safe, person-centred practice, you will play a vital role in helping young people leave CASY House feeling safe, empowered to thrive in their independence, and confident about their future.

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What This Role Involves

Young Person Support & Case Management

- Provide trauma-informed, strengths-based case management to young people residing at CASY House in accordance with the YWCA Case Management, Service Model and Practice Framework, supporting young people experiencing homelessness, family conflict, domestic and family violence, trauma and other complex needs.
- Undertake thorough intake, assessment and risk assessment processes, including the Risk Assessment and Management Framework (RAMF), safety planning and ongoing risk management to support the safety and wellbeing of young people.
- Develop, implement, monitor and regularly review individual Support Plans that promote safety, independence, life skills and sustainable housing outcomes.
- Coordinate a caseload of young people, providing advocacy, practical support, crisis intervention and referrals to internal and external services.
- Work collaboratively with young people to identify goals, build resilience and develop the skills and confidence required to transition to independent living.
- Monitor progress towards goals, evaluate interventions and adjust support plans in response to changing needs and circumstances.

Service Delivery & Program Support

- Contribute to the team's success by delivering quality case management, coordinating support plan actions with Youth Workers, maintaining effective handovers, supporting positive outcomes for young people, and ensuring accurate and timely documentation and administration.
- Work collaboratively with the Team Leader and Youth Workers to ensure each young person's Support Plan is implemented consistently across all shifts.
- Assign and coordinate Support Plan tasks for Youth Workers, ensuring progress is communicated through effective handovers and case discussions.
- Provide therapeutic guidance to Youth Workers regarding strategies, engagement approaches and responses to identified risks and behaviours of concern.
- Coordinate referrals and facilitate access to specialist domestic and family violence services, education, employment, health, mental health, alcohol and other drug services, cultural supports, legal services and community programs.
- Support young people to develop practical life skills including budgeting, tenancy readiness, education, employment pathways, health and wellbeing, and independent living skills.
- Participate in case reviews, house meetings and multidisciplinary meetings to ensure coordinated, responsive service delivery.

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Partnerships & Stakeholder Engagement

- Develop and maintain effective working relationships with government agencies, schools, housing providers, health services, community organisations and other key stakeholders to support positive outcomes for young people.
- Advocate for young people's rights, access to services and sustainable housing opportunities.
- Participate in relevant interagency meetings, care team meetings and community networks to strengthen referral pathways and coordinated service responses.

Compliance, Documentation & Reporting

- Complete accurate and timely case notes, assessments, support plans, risk assessments and other documentation in accordance with organisational policies, funding requirements and legislative obligations.
- Ensure all case management activities are recorded within organisational systems and completed within required timeframes.
- Escalate risks appropriately and ensure safeguarding, mandatory reporting and duty of care responsibilities are consistently met.
- Contribute to program reporting, data collection, quality improvement initiatives and service evaluation activities.

Professional Practice & Development

- Model trauma-informed, culturally safe and person-centred practice in all aspects of service delivery.
- Work collaboratively as part of the CASY House multidisciplinary team, contributing to a positive, respectful and solutions-focused team culture.
- Participate in supervision, team meetings, reflective practice, professional development and mandatory training.
- Contribute to continuous improvement initiatives that strengthen service quality, young person outcomes and operational effectiveness.
- Undertake other duties consistent with the responsibilities, scope and classification of this position.

Capabilities And Expertise

To thrive at YWCA in this role, you will:

- have relevant qualifications in Social Work, Community Services, Psychology or a related discipline (minimum Diploma in Community Services or related discipline)
- bring experience in a similar role and apply your skills in youth, homelessness and domestic and family violence case management, supporting complex client needs and contributing to best practice service delivery

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- understand the youth, homelessness and domestic and family violence sectors and the relevant legislation, policies and processes that guide this work
- communicate clearly and kindly, and listen well
- adapt well to change and bring a positive, solution-focused attitude
- care about gender equity, social change and making a meaningful difference
- take a trauma-informed, strengths-based and culturally responsive approach
- enjoy working alongside others and contributing to a warm, inclusive team culture
- work in alignment with The Y Way and YWCA's values

Nice to have

- Experience in not-for-profit settings
- Lived experience relevant to this role

More About This Role

- This role requires the team member to hold, or be willing to obtain, the following:
 - Working rights in Australia
 - A valid National Police Check
 - A state-based Working with Children Check
 - A current Driver's Licence
 - Female Identified role: 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.
- Completion of a pre-employment medical declaration, including any pre-existing injuries
- Leadership capability to backfill Team Leader during period of leave
- Some after-hours work may be required during peak periods
- This role includes occasional outreach and community-based work

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