

POSITION DESCRIPTION



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| POSITION TITLE | Coordinator, CASY House |
| REPORTING TO | Team Leader, Housing Support Programs |
| DEPARTMENT | Service Delivery |
| DIRECT REPORT(S) | Youth Worker (Multiple Incumbents) Case Manager (Multiple Incumbents) |
| CLASSIFICATION | SCHADS Level 5 |

THE ROLE

To lead the development and delivery of CASY House including providing guidance, support and supervision to the team in a youth crisis accommodation setting.

KEY RESPONSIBILITIES

Duties

- Ensure the team undertakes intake assessments, crisis-intervention, risk assessment, safety planning, and holistic support under the YWCA Case Management, and Service Model and Practice Frameworks, and undertake these duties during times of staff shortage or high demand
- Assess and monitor workflow, workloads and the performance of the team and prepare the fortnightly roster
- Establish, build and maintain strategic external networks to improve service delivery and enhance collaborative working relationships
- With the support of the Team Leader, meet the contractual obligations of the funding agreements including reporting
- Other tasks as assigned

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

QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Tertiary qualifications in Community Services, Social Work or relevant area
- Demonstrated experience in a similar role with youth, 24 hour crisis homelessness support, leading people and developing employee capability
- Comprehensive knowledge of the youth and homelessness sector including legislation, governance, policy, and 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
- Valid state-based working with children or working with vulnerable people check
- Experience working within a Not-for-Profit environment (highly desirable)

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At YWCA Australia, we live our values every day

