

Position Description

Case Manager

Date approved: May 2026 | **Next review date:** May 2028, or as required

Job Title	Tenancy Case Manager
Classification/ Grade	Grade 4, \$88 099.44 per year (pro rata 0.6 FTE, 22.8 hours per week) + cultural loading Social, Community Home and Disability Services Industry Award (SCHADS) (Commonwealth)
Identified Position – Aboriginal and Torres Strait Islander and Female	This position is identified for Aboriginal and Torres Strait Islander women. Aboriginality is a genuine occupational requirement under Section 14 of the <i>Anti-Discrimination Act 1977</i> (NSW). To be female is a genuine occupational requirement under Section 31 of the <i>Anti-Discrimination Act 1977</i> (NSW).
Hours	0.6 FTE (22.8 hours per week over 3 or 4 days) <i>Participation in an on-call roster as required</i>
Location	Nowra <i>May be required to work from other SASSI sites within the Shoalhaven and Illawarra.</i>
Funding Program	Department of Community and Justice
Capability	SASSI operates within the SHS Workforce Capability Framework, which describes the broad capabilities and personal attributes critical to the organisation. This role is classified as Tier 1 – Practitioner. The capabilities for this role are detailed in appendix 1 and 2 of the NSW Specialist Homelessness Services Workforce Capability Framework (pages 23-32) https://homelessnessnsw.org.au/wp-content/uploads/2021/03/Workforce-Capability-Framework-2018.pdf

ABOUT SASSI

Operating throughout the Illawarra and Shoalhaven, SASSI provides safety through housing and support to women and their children who are homeless, at risk of homelessness or impacted by domestic violence. SASSI also runs the Shoalhaven Homeless Hub, which provides a drop-in service for anyone in the Shoalhaven region experiencing homelessness.

ROLE OVERVIEW

As a Case Manager at SASSI, you will provide direct support and case management to women and children who are homeless, at risk of homelessness, or experiencing domestic and family violence. You will work as part of a collaborative team to deliver high-quality, outcomes-focused services that empower clients to build safety, stability, and independence.

The role carries a substantial emotional load. It involves working with women and children affected by domestic and family violence and homelessness, supporting Aboriginal and non-Indigenous colleagues, navigating cultural safety and responding to trauma-related situations. This work can be emotionally demanding and requires ongoing self-care and professional support.

SASSI provides structured support to staff undertaking this work, including regular individual supervision and access to external supervision. You will work within a supportive team environment, with access to an Employee Assistance Program and a monthly Wellbeing Day.

KEY DUTIES AND RESPONSIBILITIES

Case Management

- Provide trauma-informed, strengths-based case management to women and children experiencing domestic violence or at risk of homelessness.
- Develop and implement individual case plans that reflect each client's goals, strengths, and needs.
- Support and motivate clients to work through barriers and build pathways to safety and independence.
- Provide tailored support for priority cohorts including Aboriginal and Torres Strait Islander women, multicultural communities, people with disability, LGBTIQ+ clients, older women, and young people.
- Connect clients to relevant community services, legal support, financial assistance, and housing options.

Relationships and Partnerships

- Build and maintain effective working relationships with clients, colleagues and community services.
- Represent SASSI at interagency meetings, community events, and sector forums.
- Actively contribute to a team culture that is collaborative, respectful, and focused on continuous improvement.

Administration and Compliance

- Maintain accurate, timely client records and case notes in line with SASSI systems and data requirements.
- Work within SASSI's operational policies, procedures, and quality improvement processes.
- Contribute to program reporting and data collection as required.

- Manage any client-related expenditure in line with SASSI guidelines and budget allocations.

Physical Demands and Work Environment

- Work directly with clients in accommodation settings and/or outreach environments
- Travel to conduct home visits and meet clients in community locations such as libraries and cafes

Workplace Health and Safety

- Contribute to a safe and healthy work environment for yourself and your colleagues.
- Report hazards, incidents, injuries, and near-misses to your supervisor promptly.
- Follow all SASSI WHS policies, procedures, and safe work practices.

SITE SPECIFIC DUTIES AND WORKPLACE REQUIREMENTS

In addition to the responsibilities above, this role has duties specific to the program and worksite. These are outlined below.

- Manage lease re-signing processes and maintain accurate tenancy documentation.
- Manage exits from accommodation and resettlement into secure accommodation where relevant.
- Review tenant rents and perform rent calculations as needed.
- Provide rent ledgers and rental references as requested by tenants or support services.
- Carry out home visits and routine inspections to promote SASSI presence, support tenancy sustainability and minimise issues.
- Coordinate responsive maintenance by raising work orders with SASSI contractors.
- Monitor asset condition and tenant feedback to improve maintenance processes.
- Lead tenancy education workshops with clients from unit complexes.
- Address and resolve minor tenancy issues and complaints as an early intervention measure.
- Work closely with the Housing and Assets Manager to ensure properties meet compliance and safety standards.

SELECTION CRITERIA

Essential:

- A demonstrated commitment to feminism and social justice and an understanding of the structural causes of violence against women and homelessness.
- Tertiary qualifications in community welfare, social work, social science, or a related field – or equivalent experience.
- Demonstrated experience providing trauma-informed, strengths-based, client-centred practice in the domestic violence, homelessness, or community services sector.

- Strong communication skills (written and verbal) with the ability to engage empathetically with people experiencing crisis.
- Ability to inspire and motivate clients, advocate for their needs, and walk alongside them to achieve their goals.
- Demonstrated ability to work both independently and as part of a team, including sharing information and managing conflict constructively.
- Strong organisational and time management skills, including the ability to manage a caseload, meet deadlines, and use computers and digital systems confidently.
- Willingness to obtain and maintain a Working with Children Check and National Police Check (at own cost).
- Current NSW driver's licence and a sound driving record.

Desirable:

- Prior experience in working with homelessness and/ or domestic and family abuse
- Familiarity with family and community support services in Shoalhaven
- Holder of a current First Aid Certificate (or willing to obtain one).

KEY RELATIONSHIPS

Who	Purpose
Internal	
Team Leader	Direct supervisor for guidance, supervision, performance management, and escalating issues.
Clients and service users	Providing services, managing expectations, and encouraging feedback.
Colleagues	Collaboration, information sharing, and continuous improvement.
External	
Referring agencies	Managing inquiries and receiving referrals
Community members	Donations, community engagement, and fundraising events.
Local NGO and Government agencies	Collaborating to improve client and program outcomes.

POSITION DESCRIPTION REVIEW AND AMENDMENT

This position description is a guide to the primary duties and responsibilities of the role and is not exhaustive. It may be reviewed, amended, or updated at any time to reflect operational requirements, organisational changes, or role clarification, in consultation with the position holder where practicable.

ACKNOWLEDGEMENT

I acknowledge that I have read, understood, and accept the terms of this position description.

Employee:		Direct Manager:	
Signature:		Signature:	
Date:		Date:	
