

Position Description

Case Manager

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

Job Title	Temporary Accommodation Case Manager
Classification/ Grade	Grade 4, \$88 099.44 per year + 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	Full Time. 38 hours per week <i>Participation in an on-call roster as required</i>
Location	Wollongong <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.

- **Household tasks:** Includes cleaning of rooms, making beds, laundry, sorting of goods/stock and maintaining a safe and welcoming accommodation environment.
- **Manual handling:** Occasional assistance with carrying groceries, personal belongings, or household items.
- **Desk-based work:** A significant portion of the role involves computer-based tasks such as emails, case notes, property condition and other reports, audits, and attending virtual or in-person meetings.
- **Travel:** Regular travel between SAHSSI sites, outreach locations with clients, and external meetings or events. This includes driving and transporting items.

On-Call Duties

- Receiving and making emergency services calls, e.g., Link2Home, DV Hotline, Police, Hospital, out of hours maintenance for crisis and TA accommodation sites.
- Conducting accommodation and transport risk assessments for SASSI crisis and TA accommodation.
- Receiving and responding to crisis referrals for out of hours support, such as emergency food and clothing, for women fleeing domestic and family abuse.
- Completing intake into SASSI crisis accommodation and temporary accommodation.
- Attending local temporary accommodation facilities, such as local hotels, to provide emergency food and clothing where a woman has fled domestic and family abuse and this support is approved out of hours.
- Responding to crisis calls from residents of our accommodation sites or SASSI tenants.

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 the Illawarra and 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:	