

Position Description

Position Title	Senior Case Manager, Housing Support Programs
Who You'll Report To	Team Leader, Housing Support Programs
Where This Role Sits (Dept)	Service Delivery – Housing Support Programs
Employment Instrument	Common Social, Community, Home Care and Disability Services Industry Award 2010
Classification	Social and Community Services Level 5

Our Purpose

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

Why This Role Matters

In this role, you will support individuals and families experiencing housing instability or homelessness to access safe and sustainable accommodation. By working alongside clients, colleagues and partners, you play an important role in helping people feel stable, supported and able to build the future they want.

You will provide trauma-informed case management, including needs and risk assessment, housing planning, tenancy sustainment, and coordination of supports for clients with complex and high-risk needs. This includes connecting clients to appropriate housing options and working collaboratively with services to support safety, stability and wellbeing.

You will also bring your expertise to support quality, client-centred practice by guiding and mentoring Case Managers and Support Workers, and contributing to consistent, responsive and best practice housing support.

What This Role Involves

In this role you will:

Client Support & Case Management

- Provide high-quality, trauma-informed, strengths-based case management to individuals and families experiencing homelessness, housing instability, and barriers to sustaining safe and secure housing.

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- Undertake comprehensive intake, needs and risk assessments, and risk management, including safety planning where relevant to housing stability and wellbeing.
- Develop, implement, monitor, and review client-centred housing and support plans to achieve sustainable housing outcomes, stability, and wellbeing.
- Deliver holistic case management including advocacy, information provision, tenancy support, and coordination of complex, multi-agency responses.
- Manage a complex caseload, exercising a high level of professional judgement, autonomy, and consultation with the Team Leader as required.
- Monitor and evaluate the effectiveness of interventions and adjust case plans in response to changing client needs and circumstances.

Service Delivery & Program Support

- Deliver housing and homelessness support in line with best practice frameworks, including trauma-informed, culturally responsive, and inclusive approaches.
- Support clients to access appropriate housing pathways, including social housing, private rental, crisis and transitional accommodation.
- Provide active referrals and coordinated access to health, mental health, AOD, legal, financial, and community services.
- Work collaboratively with internal teams and external stakeholders to ensure integrated, coordinated, and client-centred service delivery.
- Contribute to service delivery initiatives such as outreach, group programs, tenant education, and community engagement activities where appropriate.
- Participate in case reviews, team meetings, and reflective practice to strengthen service quality and outcomes.

Partnerships & Stakeholder Engagement

- Develop and maintain effective partnerships with housing providers, government agencies, and community organisations to support client outcomes and service integration.
- Actively participate in local homelessness and housing networks, interagency meetings, and sector forums as required.
- Contribute to strengthening service pathways, housing access, and coordinated responses across the service system.

Compliance, Documentation & Reporting

- Maintain accurate, timely, and confidential case records in line with legislative requirements, funding agreements, and organisational policies.
- Ensure appropriate risk escalation, duty of care, and safeguarding processes are followed.

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- Contribute to data collection, reporting, and outcome measurement to meet program and funding requirements.
- Support data quality and continuous improvement processes to demonstrate service effectiveness and compliance.

Professional Practice & Development

- Provide practice guidance, support, and informal mentoring to Case Managers, and Support Workers, within scope of the role.
- Participate in supervision, reflective practice, and ongoing professional development.
- Maintain current knowledge of housing and homelessness systems, legislation, and best practice approaches.
- Contribute to continuous improvement initiatives to enhance service delivery and client outcomes.
- Undertake other duties as required, consistent with the responsibilities, scope and level 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 (postgraduate study is a bonus)
- Bring experience in a similar role and apply your skills in housing and homelessness case management, supporting complex client needs and contributing to best practice service delivery
- understand the housing and homelessness sector and the relevant legislation, policies and processes that guide this work
- build trusting and respectful relationships with ease
- 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

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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
- Completion of a pre-employment medical declaration, including any pre-existing injuries
- This role is based in Palmerston, with some travel to nearby sites
- Flexible working is available depending on team needs
- Some after-hours work may be required during peak periods
- On-call roster participation maybe/is required
- This role includes occasional outreach and community-based work
- You'll be part of a supportive, values-led team

Last updated: June 2026

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