
JOB TITLE	Case Manager
DATE	February 2026
REPORTS TO	Client Services Lead / Centre Director
EMPLOYMENT TYPE	Up to 0.6 FTE (Casual role)

POSITION DESCRIPTION

Purpose of role

This role provides high-quality, client-centred, trauma informed case management to women. This role supports women experiencing a wide range of issues including but not limited to trauma, domestic and family violence, anxiety, depression, grief and loss, and life transitions. This position is grounded in feminist principles and a trauma-informed, strengths-based framework, ensuring that care is ethical, empowering, respectful and promotes autonomy and safety for all clients.

Main Duties and responsibilities

Case Management Practice

- Conduct initial assessments, safety planning and referrals to appropriate services where required.
- Deliver individual case management sessions in-person and/or via telehealth using trauma-informed and evidence-based approaches.
- Provide psychosocial education and emotional support to clients across a range of presenting issues.
- Maintain a client-centred, non-judgemental and empowering approach to practice.
- Work with the client service team at the Centre to identify, create and monitor plans for complex and at-risk clients.
- Facilitate and support therapeutic group programs on offer in the Centre.
- Engage in professional development activities to maintain quality practice

Feminist and Trauma-Informed Practice

- Apply feminist philosophy to practice, recognising and addressing the impact of gendered power relations, systemic inequality and structural violence.
- Provide care that is trauma-informed, culturally safe, and responsive to the diverse lived experiences of women.
- Promote self-determination, autonomy and resilience in all aspects of client work.
- Maintain an understanding of intersectionality and its relevance in the case management process.

Collaboration and Advocacy

- Work collaboratively with internal and external stakeholders to ensure coordinated care and appropriate referrals.
- Advocate on behalf of clients within service systems when required.

Administration and Reporting

- Maintain accurate, confidential and up-to-date client records using the organisation's client management systems.
- Collect data and contribute to reports as required by funding bodies or the organisation.
- Adhere to all organisational policies, procedures, and ethical standards.
- Participate in regular clinical supervision.
- Maintain membership and eligibility for appropriate professional organisation.

Other Duties

- Fulfil other duties as required by management and client service team.

PERSON SPECIFICATIONS

Qualifications

- Diploma in Community Services, Case Management, Domestic Violence or related field
- Current registration/membership with relevant professional body
- Current First Aid Certificate
- Current Mental Health First Aid Certificate

Experience

- Demonstrated experience providing case management with women, particularly in a trauma-informed context.
- Commitment to and understanding of feminist principles and gender-informed frameworks and ability to apply these to therapeutic practice.
- Strong understanding of the impacts of violence, trauma, and structural inequality on women's health and wellbeing.
- Demonstrated capacity to engage with and support women from diverse backgrounds and communities.
- Demonstrated familiarity with common software applications, Client Management Software and digital tools with the ability to effectively use technology in daily work.

Skills & Competencies

- High-level organisational and time management skills, including the ability to manage a caseload and meet reporting requirements.
- Excellent communication, interpersonal, and conflict resolution skills.
- Ability to work both independently and collaboratively within a team.
- Working knowledge of Microsoft Word, Excel and PowerPoint (essential)
- Working knowledge of NSW Women's Health Framework
- Working knowledge of child protection and safety frameworks

Personal attributes

- Feminist values (gender equality)
- Professional approach
- Excellent communication skills
- Positive approach to change
- Ability to work under pressure
- Organisational and time management skills

Other

- A current Working with Children's Check and National Police Check is required for all roles at the WWHC
- Valid driver's license (if outreach work is required)
- Commitment to ongoing professional development and supervision

This job description serves to illustrate the scope and responsibilities of the position and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

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Employee	Name (printed)	Date

SIGNED BY MANAGEMENT

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Centre Director	Name (printed)	Date

SIGNED BY THE MANAGEMENT COMMITTEE

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Employer	Name (printed)	Date