

WOMEN'S JUSTICE NETWORK

POSITION DESCRIPTION

Job Title	Casework Manager
Job Type	Full Time (hours negotiable)
Award	In accordance with the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS Award). The successful applicant will be classified at the appropriate SCHADS Award level based on their qualifications, experience, and the requirements of the role.
Location	Blacktown
Supervisor/manager	Gloria Larman, CEO

The Women's Justice Network is seeking an enthusiastic and capable person to take up an exciting and dynamic role within the organisation. The Women's Justice Network is a not-for-profit, community-based organisation dedicated to improving the status, wellbeing and prospects of women and young women affected by the criminal law system. WJN addresses the many issues facing criminalised women both systemically through advocacy, and individually through the one-to-one mentoring and group work. WJN operates on the premise that providing women and young women with gender-responsive social support will lead to a reduction of recidivism rates and a minimisation of the burgeoning prison population.

POSITION DESCRIPTION

The Casework Manager role is a senior leadership position responsible for providing operational leadership, strategic direction, and quality oversight of Women's Justice Network's casework and client service programs. Reporting directly to the Chief Executive Officer and acting as the organisation's second-in-charge, the role is responsible for leading, supervising, mentoring, and developing the casework team to ensure the delivery of high-quality, trauma-informed, strengths-based, and person-centred services to women and girls affected by the criminal legal system. The Casework Manager oversees all aspects of service delivery, including case management, housing support, mentoring programs, group-based interventions, risk management, client outcomes, and stakeholder

engagement, ensuring services are responsive, effective, and aligned with organisational values and objectives. The role provides expert guidance and support to caseworker staff managing complex client needs, promotes best-practice service delivery, and drives a culture of accountability, continuous improvement, and professional excellence. As a key member of the leadership team, the Casework Manager will also contribute to organisational planning, service development, policy implementation, funding compliance, and partnership development. Although leadership and operational management are the primary functions of the role, the Casework Manager may also maintain a small caseload of complex participants and provide direct case management, advocacy, and crisis support where required to ensure continuity of service delivery and positive outcomes for clients.

Main Duties/Responsibilities

Leadership and Team Management

- Provide expert leadership, supervision, mentoring, and professional support to Caseworkers, program staff, students and volunteers.
- Manage staff performance, workload allocation, professional development, and wellbeing.
- Conduct regular supervision, reflective practice, coaching, and performance review processes.
- Foster a positive, collaborative, and accountable workplace culture.
- Support staff to implement trauma-informed, culturally safe, strengths-based, gender-affirming, and person-centred practices that promote inclusive and responsive service delivery for women, transgender women, and gender-diverse people.
- Assist with recruitment, onboarding, induction, and retention of staff and volunteers.
- Act as the operational delegate for the CEO when required.

Casework and Service Delivery Oversight

- Provide operational oversight of all case management, mentoring, housing support, and group program activities.
- Monitor service delivery to ensure quality outcomes for participants and compliance with organisational and funding requirements.
- Provide guidance and consultation to staff regarding complex client matters, risk assessment, crisis responses, and case planning.
- Manage intake, assessment, referral, and case allocation processes.
- Review case notes, documentation, and service records to ensure compliance and best-practice standards.
- Ensure services are responsive to the needs of women and girls affected by the criminal legal system.

Direct Client Practise

- Maintain a limited caseload of participants where required, particularly those presenting with complex or high-risk needs.
- Provide direct case management, advocacy, referrals, and service coordination.

- Support participants to access safe and sustainable housing, health services, education, employment, legal support, and other community resources.
- Facilitate or co-facilitate therapeutic, educational, and support-based group programs as required.
- Model best-practice case management and client engagement approaches for staff.

Mentoring Program Oversight

- Oversee the delivery and continuous improvement of Women's Justice Network's mentoring program.
- Support staff in assessing participant suitability and mentor matching processes.
- Ensure mentoring relationships are safe, effective, and aligned with program objectives.
- Monitor program outcomes and participant engagement.
- Support the recruitment, onboarding, training, and retention of volunteer mentors.

Strategic Leadership and Organisational Development

- Contribute to organisational planning, service development, and strategic priorities.
- Support the CEO in achieving organisational goals, funding outcomes, service objectives, accreditations and the reviewing and developing of policies.
- Identify opportunities for service growth, innovation, and improved client outcomes.
- Contribute to grant applications, funding reports, evaluations, and organisational projects.
- Prepare operational reports and recommendations for the CEO.

Stakeholder Engagement and Partnerships

- Develop and maintain strong relationships with government, non-government, legal, housing, health, and community service providers.
- Represent Women's Justice Network at meetings, networks, forums, and partnership initiatives.
- Promote collaborative service delivery and integrated support pathways.
- Advocate for the needs and interests of women and girls affected by the criminal legal system.
- Coordinate student placement programs in partnership with universities, including placement planning, supervision arrangements, and ongoing communication.

Monitoring, Reporting and Administration

- Ensure accurate client data collection, reporting, and record management.
- Oversee program reporting requirements and funding body compliance.
- Monitor service outcomes and key performance indicators.
- Analyse data to support service improvement and organisational planning.
- Prepare reports, statistics, and operational updates as required.
- Maintain accurate client records, case notes, data management, and reporting through The Client Information Management System (CIMS) and Salesforce.

Work Health and Safety

- Promote a safe and healthy workplace environment.
- Ensure compliance with Work Health and Safety legislation, policies, and procedures.
- Support staff to identify, assess, and manage risks.
- Monitor workplace incidents, critical events, and risk management practices.
- Promote staff wellbeing and professional resilience.

Other Duties

- Undertake additional duties and projects consistent with the classification and responsibilities of the position as directed by the CEO.

REPORTING**Internal Contacts you will Liaise With**

- Chief Executive Officer
- Caseworkers
- Program Staff
- Administrative Staff
- Volunteers and Mentors
- Facilitators and Guest Speakers
- Board Members (where required)

External Contacts you will Liaise With

- Women and girls participating in Women's Justice Network services
- Corrective Services NSW
- Community Corrections
- Department of Communities and Justice
- Housing and homelessness services
- Mental health, health, and alcohol and other drug services
- Child and family support services
- Education and training providers
- Legal and advocacy services
- Government and non-government agencies
- Funding bodies and accreditation agencies
- Blacktown Women's & Girls' Health Centre

SKILLS AND EXPERIENCE

Being a woman is a genuine occupational qualification for this position under Section 31 of the Anti-Discrimination Act 1977 (NSW)

Essential Qualifications

- Degree qualification in Social Work, Community Services, Human Services, Psychology, Criminology, Social Science, Management, or a related discipline;

and

Essential Experience

- Minimum five years' experience within community services, case management, or social support programs.
- Significant demonstrated leadership experience within the community services sector.
- Demonstrated understanding of the issues and challenges that women affected by the criminal legal system face.
- Demonstrated experience with time management, prioritisation, including maintaining client records and submitting reports
- Excellent verbal and written communication skills, interpersonal skills and ability to build rapport quickly
- Knowledge of the impact of homelessness, mental health disorders, domestic violence, sexual assault, and existing legal barriers to socially and economically disadvantaged women
- Demonstrated experience leading and supervising staff.
- Experience managing complex client services and multidisciplinary teams.
- Demonstrated understanding of trauma-informed, strengths-based, and person-centred practice.
- Strong knowledge of issues affecting women impacted by the criminal legal system.
- Experience in quality assurance, compliance, accreditation, or continuous improvement systems.

Desirable

- Experience working with women impacted by incarceration, homelessness, domestic and family violence, mental health challenges, and other complex needs.
- Experience in program management, service development, and funding compliance.
- Knowledge of the impact of homelessness, mental health disorders, domestic violence, sexual assault, and existing legal barriers to socially and economically disadvantaged women

Other Requirements

- An understanding and adherence with Work Health and Safety principles to ensure the health and safety of yourself and others at the workplace. The ability to apply risk management and prevention strategies within a complex criminal law environment.
- Current Working With Children Check (WWCC).
- Current National Criminal History Check.
- Current First Aid Certificate (or willingness to obtain).
- Ability to obtain and maintain correctional centre access clearance.
- Advanced computer literacy and experience using client management databases and Microsoft Office or Google Workspace.

