



JOB TITLE	Case Manager – Katungul Women’s Healing Centre (KWHC) (Women’s and Children’s Crisis Accommodation)
DATE	August 2026
REPORTS TO	KWHC Team Leader / Community Programs Manager

JOB DESCRIPTION

Purpose of role

The Case Manager is responsible for delivering comprehensive, trauma-informed, culturally safe and client-centred case management services to Aboriginal and Torres Strait Islander women and children experiencing, escaping from, or recovering from domestic and family violence, homelessness, crisis and associated social and wellbeing challenges.

The role works alongside women and children to strengthen safety, stability, healing and wellbeing while supporting each woman’s right to exercise **choice, control and self-determination** in decisions affecting her life.

Case management will be strengths-based and focused on building individual and family capacity, recognising the existing knowledge, strengths, cultural connections and aspirations of each client. Rather than determining outcomes for clients, the Case Manager supports women to identify what meaningful change looks like for them and to develop practical pathways towards goals **designed by them, for them**.

Recognising children as clients in their own right, the Case Manager works with women and children to develop and implement individualised case plans that respond to their unique needs, strengths, culture, circumstances and goals.

Main duties and responsibilities

Service Delivery and Case Management

- Deliver an inclusive, accessible, culturally safe and trauma-informed specialist service to Aboriginal and Torres Strait Islander women and children accessing the Katungul Women’s Healing Centre.
- Undertake comprehensive intake, needs and risk assessments and work collaboratively with clients to develop individualised safety and case plans.
- Provide ongoing case management, advocacy and practical support responsive to each client’s identified needs and priorities.
- Conduct regular case reviews with clients, recognising that goals and priorities may change throughout their healing journey.
- Support access and referrals to housing, health, legal, financial, education, employment, counselling, cultural and specialist services.
- Coordinate services and advocate across systems where required to reduce barriers to clients accessing appropriate support.
- Facilitate client intake, transition and exit processes, including planned transition from intensive support where appropriate.

- Assist with transport to appointments and other support activities where required.
- Maintain accurate, timely and confidential client records and case notes.
- Maintain client management systems and ensure data integrity and compliance with organisational, contractual and legislative requirements.

Self-Determination and Capacity Building

- Work from the principle that women are the experts in their own lives and have the right to determine their own goals, priorities and pathways towards healing and change.
- Support clients to identify and build upon their existing strengths, capabilities, cultural knowledge, relationships and community connections.
- Facilitate **client-led case planning**, ensuring goals reflect what is meaningful and important to the individual rather than being determined by the service.
- Provide information, options and practical support that enables women to make informed decisions while respecting their right to choose.
- Build client capacity to independently navigate services, systems and community supports, reducing reliance on formal services over time where appropriate.
- Support women to develop skills, confidence and resources that strengthen long-term safety, independence and wellbeing.
- Recognise healing as individual and non-linear and support clients to define progress and success in ways that are meaningful to them.
- Promote opportunities for social, cultural, educational and economic participation that strengthen independence, connection and self-determination.

Child Focused Practice

- Recognise children as clients in their own right with individual needs, strengths, experiences and rights.
- Assess and monitor the safety, wellbeing and developmental needs of children in accordance with relevant child-safe and legislative requirements.
- Ensure children's voices and experiences are appropriately considered in case planning, having regard to their age, developmental capacity and safety.
- Support children and families to access education, health, therapeutic, cultural and recreational activities.
- Work collaboratively with mothers to strengthen family wellbeing, parenting capacity and safe relationships.
- Facilitate referrals to specialist child and family services where required.
- Ensure child-safe practices are embedded across all aspects of service delivery.

Cultural Safety, Healing and Connection

- Deliver services in a manner that recognises Aboriginal and Torres Strait Islander understandings of health, healing, family, kinship, culture and community.
- Support women and children to strengthen or reconnect with culture, Country, family and community where this is identified by the client as important to their healing.
- Recognise the ongoing impacts of colonisation, intergenerational trauma, racism, dispossession and systemic disadvantage and how these may intersect with experiences of domestic and family violence.

- Support and promote culturally informed healing and wellbeing activities within the Centre.
- Build respectful relationships with Aboriginal and Torres Strait Islander community members, Elders, organisations and services.
- Contribute to a culturally safe environment that promotes dignity, respect, belonging and empowerment for women and children.

Program and Centre Support

- Participate in the planning, coordination and facilitation of centre-based programs and activities for women and children.
- Support delivery of healing, wellbeing, parenting, cultural, life-skills and capacity-building activities.
- Contribute to maintaining a safe, welcoming, organised and appropriately resourced Centre.
- Prepare accommodation/rooms and other spaces for clients where required.
- Participate in community outreach and engagement activities to strengthen awareness of and access to the service.
- Liaise and build collaborative relationships with internal Katungul programs and external agencies to strengthen coordinated client care.
- Participate in team meetings, case reviews, supervision and reflective practice.
- Contribute to continuous improvement of the KWHC service model through client feedback, practice reflection and identification of emerging community needs.
- Provide an after-hours response to women and children onsite where required and in accordance with the established roster.

Administration and Governance

- Work in accordance with Katungul's mission, values, policies and procedures.
- Apply and adhere to relevant legislative, regulatory, funding and professional practice requirements.
- Maintain client privacy, confidentiality and appropriate information-sharing practices.
- Maintain high-quality documentation to support service accountability, continuity of care and reporting requirements.
- Contribute to organisational quality improvement and accreditation processes, including Australian Service Excellence Standards (ASES).
- Participate in relevant training, professional development, cultural supervision and/or reflective practice.

Other duties

- Undertake training and professional development relevant to the role.
- Perform other duties within the employee's skills, competence and training, consistent with the classification and scope of the position as required.

This position description outlines the principal responsibilities of the role and is not intended to be an exhaustive list of duties. The employee may be required to undertake other reasonable duties consistent with the position and operational requirements of the Katungul Women's Healing Centre.

PERSON SPECIFICATION

Qualifications

- Qualification in Community Services, Social Work, Welfare, Human Services, Psychology, Aboriginal Health or another relevant discipline, **or demonstrated relevant experience and willingness to undertake further professional development/qualification where appropriate.**

Experience	• Demonstrated experience supporting women, children and/or families experiencing domestic and family violence, homelessness, crisis or complex social needs.
Knowledge	• Demonstrated understanding of domestic and family violence, including trauma-informed practice, risk assessment and safety planning. • Understanding of the importance of cultural safety and Aboriginal and Torres Strait Islander concepts of social and emotional wellbeing, family, kinship, community and healing.
Skills & competencies	• Demonstrated ability to provide strengths-based, client-centred case management that promotes self-determination, capacity building and client-led decision-making. • Demonstrated ability to develop effective case plans collaboratively with clients and coordinate supports across multiple service systems. • Demonstrated ability to work with children and families using child-safe, child-focused and family-centred practice. • Strong communication, engagement and advocacy skills, including the ability to establish respectful relationships with clients experiencing vulnerability or crisis. • Demonstrated ability to develop and maintain effective relationships with Aboriginal and Torres Strait Islander community, internal programs and external service providers. • Strong organisational and time-management skills and demonstrated ability to manage competing priorities. • Ability to maintain accurate case notes, client records and data using electronic client management and information systems. • Current NSW Driver Licence, NSW Working with Children Check, Nationally Coordinated Criminal History Check, First Aid & CPR certificate, or ability to obtain relevant clearances prior to commencement.
Prioritised / Desirable attributes	• Strong demonstrated connection with the local Aboriginal community. • Be of Aboriginal and/or Torres Strait Islander decent (desirable). • Demonstrated experience working respectfully and effectively with Aboriginal and Torres Strait Islander women, children, families, communities and organisations. • Experience working within a women's refuge, crisis accommodation, domestic and family violence service or Aboriginal community-controlled organisation. • Knowledge of local services, referral pathways and community supports. • Experience facilitating healing, wellbeing, cultural, parenting or capacity-building programs. • Relevant specialist training in domestic and family violence, trauma-informed practice, child and family practice or Aboriginal social and emotional wellbeing.
Other	• Current Driver Licence. • Current NSW Working with Children Check. • Nationally Coordinated Criminal History Check (Police Check). • First Aid & CPR certificate.

This job description serves to illustrate the scope and responsibilities of the post 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

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Date

SIGNED BY MANAGEMENT

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Manager

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Date