

POSITION DESCRIPTION

Case Manager

Program:	Women's House (WH)
Reports to:	Program Coordinator Women's House
Supervises:	Nil
Date of Last Review:	April 2026
Classification:	Social and Community Services Employee Level 4 Sacred Heart Mission Enterprise Agreement 2023 or subsequent Agreements
Victorian Portable Long Service Benefits Scheme	Long Service Leave Act 2018 (Vic) or its successor This role has been deemed eligible to participate in Scheme

PROGRAM INFORMATION

Women's House is a safe and welcoming drop-in centre for women seeking support for a range of issues. Women can access information and assistance with housing, family violence, drug and alcohol issues, physical and mental health, employment and legal support. Comprehensive case management can be provided along with referral to specialist services. Breakfast and lunch are provided, and women can use the laundry and shower facilities, participate in art classes and other social activities.

PURPOSE OF THE POSITION

To provide high quality, effective case management to service participants of the Women's House in accordance with the organisation's values and its legislative and funding requirements.

To ensure that the Women's House responds flexibly to the immediate needs of women who are homeless, or at risk of homelessness and/or in other crises, through the provision of support and assistance to find sustainable long-term outcomes

This case manager role, based in the Engagement Hub, works with women, people identifying as women or those identifying as non-binary. This role provides assertive engagement, brief intervention, case management and service coordination to support people who are currently experiencing homelessness or who have experienced homelessness in the past. Case Managers advocate on behalf of service participants and assist them to engage with a range of other services and supports as required, such as Housing, Alcohol and other drugs, legal, mental health, family violence, employment

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and social inclusion. Case management referrals come primarily through direct assertive engagement in hubs and from referrals by Pathways Workers.

The case manager role will support the engagement hub through regular rostered and adhoc shifts in the Women's House. Providing purposeful engagement to individuals who are homeless / at risk of homelessness and have multiple complex needs.

KEY RESPONSIBILITIES

Accountability	Key Responsibilities/duties (note: this is not an exhaustive list)
Service Delivery	- Utilise persistent and assertive engagement techniques to establish and maintain a robust professional relationship with service participants. - Work in an outreach capacity and adopt an assertive engagement approach; providing brief intervention, floating support, case management, service coordination, referral and advocacy to successfully achieve service participant goals. - Hold a caseload of 12 participants for up to 6 months. - Coordinate case conferences, planning and exit planning in conjunction with referring agencies. - Apply the objectives and tools of the SHM Case Management Framework and the Trauma Informed Care Framework. - Monitor, progress, and achieve program targets and outcomes. - Work collaboratively with the WH team including covering Open House shifts as required. - Ensure accurate, professional and timely maintenance of service participant records and data collection in accordance with relevant policies and procedures. - Contribute to a workplace environment, which supports peers, develops teamwork and ensures the provision of quality services for SHM service participants
Organisational Participation	- Attend and participate in team meetings, service planning days and SHM all staff meetings. - Demonstrate commitment to continuous quality improvement to enhance systems and procedures in the operations of the supportive housing program.

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	• Contribute to the implementation of SHM's Strategic Plan. • Comply with Occupational Health and Safety policies and procedures and contribute to a safe working environment. • Contribute to collaborative practice across Services Division. • Ensure links are maintained with other SHM services and partnership agencies.
Sector Participation	• Develop and foster positive relationships with local services and agencies. • Attend relevant network meetings as agreed with Manager.
Professional Development	• Attend and participate in regular supervision sessions. • Undertake all mandatory and core training in a timely manner. • Participate in annual professional development and review (PDR) process and take responsibility for own training and development plan in collaboration with direct supervisor.
Health & Safety	SHM staff are required to take reasonable care of their own health and safety and others in the workplace and comply with relevant policies, procedures, and instructions.
Information Security	All staff are required to manage information and data in accordance with SHM frameworks, policy and, procedures relating to privacy, document and data management, and cyber security.
Risk	All SHM staff are required to consider, identify and address risk in accordance with the responsibilities of their position.
CQI (Continuous Quality Improvement)	All SHM staff are encouraged to identify quality improvement opportunities and implement and monitor CQI initiatives in accordance with the responsibilities of their position.
TIC (Trauma Informed Care)	All SHM staff are required to engage in TIC learning and development and integrate their understanding of and responsiveness to the impact of trauma within their work.
Case Management Framework (CMF)	All SHM staff participating in Case Management activities are responsible for integrating trauma informed practices and outcomes measurement into their case management process by working collaboratively with service participants to identify and peruse positive goals that stabilise their circumstances.

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MANDATORY REQUIREMENTS

- Eligibility to Work in Australia.
- A current Criminal Records Check.
- A current Victorian Working with Children Assessment Notice.
- Current First Aid Certificate, including current CPR issued by recognised accredited Australian provider
- International Police Checks for staff who have lived outside Australia for more than 12 months within the last 10 years.
- Victorian driver's license.

QUALIFICATIONS

- Appropriate degree qualification relevant to the delivery of community services e.g. Social Work, Social Sciences, Psychology, Occupational Therapy or equivalent. Candidates with Diploma qualifications and outstanding relevant experience may be considered.

KEY SELECTION CRITERIA

- Demonstrated experience in case management
- Experience in assisting service participants to navigate different service systems to meet their needs
- Proven ability to effectively manage challenging behaviours and respond to crisis situations
- Sound knowledge of a variety of theoretical frameworks and strategies applicable for working with service participants with complex needs
- Knowledge of recovery principles and the ability to apply them in broader casework practice
- Good interpersonal skills including both verbal and written communication
- Demonstrated ability to achieve program targets and outcomes
- Ability to manage time, resolve routine problems and meet deadlines with minimal supervision and direction
- Strong alignment with the values of Sacred Heart Mission.

VISION, PURPOSE AND VALUES

Our **vision** is of an inclusive and fair society where people can live a fulfilling life.

Our **purpose** is to end homelessness, deep disadvantage and social exclusion by building people's capacity and promoting fairer and more inclusive communities and service systems.

Our **Values** are:

Welcome

- We value people as they are and treat everyone with respect.
- We greet others with a smile and introduce ourselves.

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- We show genuine interest in other people.

Community

- We give everyone an opportunity to share their ideas, opinions and feedback and we listen to what people say.
- We support each other to succeed and join up for the common good.
- We actively participate in the life of Sacred Heart Mission.

Kindness

- We make time to understand and support people's individual needs.
- We communicate with each other in a positive, helpful and compassionate manner.
- We listen deeply and never assume that we know what is best for others.

Integrity

- We make decisions that are true to our vision and purpose.
- We are honest in what we say and do.
- We keep our promises and fulfill the tasks we are expected to do.

Courage

- We look for new ways to solve problems and improve how we work.
- We speak up when things are not right to achieve better outcomes.
- We take responsibility for our actions and accept when we are wrong.

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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