

Position Description



YWCA CANBERRA

Position Information	
Position	Common Ground Community Development Coordinator
Date approved	March 2026
Program	Common Ground Dickson
Supervisor	Team Leader Next Door, Common Ground & Community Development
Location	Common Ground Dickson
Hours of work	38 hours per week, Monday-Friday 10am-6pm
Salary	Grade 3.4.1 YWCA Canberra Enterprise Agreement 2023-2027 (SCHADS Grade 5)

General Conditions of Employment
- YWCA Canberra Enterprise Agreement 2023 – 2027. - Appointment is subject to obtaining and maintaining a satisfactory Working with Vulnerable People check (at own cost). - Appointment is subject to maintaining satisfactory working rights in Australia. - All YWCA Canberra policies and procedures will apply. - Subject to a 6-month probation period

Position Statement

YWCA Canberra has been managing homelessness services for families since 1996. The Housing Support Unit (HSU) provides supported accommodation services on behalf of the ACT Government and is a registered community housing provider. The housing portfolio currently encompasses:

- Next Door** – providing outreach and support focusing on housing and housing outcomes for older women in the Canberra community
- Families Program** – providing supported accommodation and intensive case management for women and their families who are at risk of homelessness
- Pathways Program** – is a collaboration between Companion House and YWCA supporting uncertain visa holders to access culturally safe and trauma informed support to access housing and other support they need to settle into the Canberra community
- Common Ground Dickson** – working in partnership with CHC, YWCA provides the onsite case management and support of the Common Ground residents and develops and runs the community development component of the program that promotes Housing First principles.

The Common Ground housing model is an international supportive housing model, aimed at providing permanent housing with flexible on-site support to people with complex support needs and a history of homelessness. The Common Ground Community Development Coordinator works to provide onsite services and activities for individuals and families who have experienced homelessness or been at risk of homelessness, who may have complex psychosocial needs and require flexible support to maintain their tenancy. This position will work proactively with the Common Ground team to support the expansion of services, seek innovation opportunities and work from a continuous quality improvement lens in the provision of client support. Key functions of Common Ground include the provision of accommodation, case management, social activities,

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support and advocacy, support for accompanying children, training and workforce participation support, information, referral and networking. The YWCA Canberra Common Ground team works closely with the other YWCA programs including Next Door, Pathways, Families in All Their Diversity, Rentwell and the Domestic Violence Support Service. Common Ground is a partnership between YWCA Canberra and CHC, and the role is required to support a positive working relationship with CHC as well as all other key stakeholders. The role also works closely with the Common Ground Case Manager to provide seamless meaningful place-based support and engagement opportunities to the Residents of Common Ground.

The Service is focussed on achieving short, medium, and long-term outcomes – using a ‘housing first’ approach and person-centred plan to improving residents’ health and wellbeing, employment, personal agency and social inclusion.

The Community Development Coordinator is responsible for the planning, budgeting/costing, delivery and reporting of the CGD community development plan. This will be reported on biannually and needs to reflect the ACT Governments Wellbeing Framework and indicators. This role works under the broad direction of the Team Leader and Homelessness and Housing Manager with minimal on-site supervision, and would suit a motivated self-starter who has a background or understanding of Asset-Based Community Development with a trauma-informed lens, and extensive experience working with people with multiple and complex needs including but not limited to mental health, physical health, substance misuse, domestic and family violence and issues of child safety. This role will work closely with the Common Ground Case Manager and hold a small case load as required.

Responsibilities

Client work	Working from a strengths-based, gender and trauma-informed practice framework: • Maintain strong relationships with stakeholders and funding providers. • Develop strong relationships and provide support to all frequent users of community development activities • Provide activities, support and assistance to people accessing any activities, training, group programs • Forge and maintain partnerships with Government and non-Government organisation, • Provide advice and support to Tenancy Support Worker and CHC team in pursuit of KPI achievement and positive client outcomes, regularly review progress towards case goals • Manage a small case load as required • Provide advocacy and supported referrals to other services for service users • Identify gaps in service delivery and develop new client engagement activities to address these • Implement service user evaluations • Collect and compile accurate service user case management documents • Work within a reflective practice and continuous improvement philosophy.
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Service design and implementation	• Work closely with the Common Ground staff, HSU staff and Team Leader to develop program documentation including service policies, procedures, risk assessments, information forms and promotional material; • Consult widely with a diverse range of stakeholders and partners to promote the community development and support services and activities effectively; • Develop appropriate information sheets for clients and potential referrers; and assist with the employment and training options
Collaborative practice	• Maintain and develop relevant cross-professional links with other agencies and service providers as appropriate • Work closely with strategic partners – CHC, My Coaching My Future, Care Financial, Women with Disabilities ACT, Directions ACT, CAHMA, FIRST, Oz Harvest, Stepping Stone Cafe and other service providers and agencies to improve access and service delivery to meet the needs of service users • Initiate and actively participate in case coordination and review conferences with service users and other service providers as required • Maintain up to date knowledge of current service provision, relevant research and sector development • Attend relevant sector meetings and provide feedback to team members,
Team work and professional development	• Participate in regular team meetings and activities to foster collegial and professional working relationships, innovation and continuous quality improvement in all aspects of work • Participate in the development of a personal professional development plan and engage in professional development as required • Actively participate in regular supervision, performance appraisals/ management
Administrative tasks	• Proactively adhere to all quality (QIC) and housing standards • Develop detailed plans, risk assessments, communication material, and evaluations for each community event • Maintain an up-to-date calendar of events for residents of Common Ground • Provide accurate and timely case notes and reporting • Make assessments and recommendations to HSU manager and/or director regarding client rent and fee-for-service brokerage expenditure. • Implement and imbed Outcome Star
In relation to YWCA Canberra	• Read, understand and uphold organisational policies and procedures • Work in a manner that aligns with the YWCA Canberra's values and ethics. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other activities as directed by your manager • Contribute to creating a safe and healthy environment for all employees by working within the Work Health and Safety framework.

Selection Criteria

Qualifications	• A minimum Diploma of Community Services or equivalent. Tertiary qualifications in a relevant field such as social work, psychology or human services strongly desirable.
Knowledge and Experience	• Experience working effectively with vulnerable and disadvantaged people with complex psychosocial support needs

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	• Experience working with individuals experiencing or at risk of homelessness within a strengths-based, gender and trauma informed person-centred framework strongly desirable. • Sound knowledge and understanding of the issues affecting individuals who are homeless or at risk of homelessness • Knowledge and experience in the following fields: • Asset-Based Community Development • Case Management • Advocacy • Outreach support • Extensive stakeholder engagement and relationship management experience • Collaborative professional practice
Capabilities and Behaviours	• Excellent interpersonal and communication skills including written skills • Strong commitment to teamwork and an ability to work in a team environment with a commitment to professional supervision • Ability to prioritise workloads and meet internal and external deadlines • Proactive 'self-starter' approach to work with the ability to use initiative • Operate ethically, professionally and with integrity at all times • Ability to execute sound judgement and adhere to professional boundaries • Commitment to reflective practice and continuous development and improvement • Demonstrated skills in the use of Microsoft Office and reporting through data base collection systems.
Other Requirements	• Ability to work within the philosophy of YWCA Canberra • Current full driver's license and access to vehicle with comprehensive insurance during working hours (if required) • A current Working with Vulnerable People Registration • Police Check • Australian Citizenship or suitable rights to work in Australia

Authorisation

Acknowledgement by Incumbent	Signature:	Date	Click here to enter a date.
	Name:		
Chief Operating Officer	Signature: 	Date	31-Mar-26
	Name: Cara Jacobs		

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