

1. Organisational Context

Wombat Housing Support Services is an established community-based provider of high-quality, outcomes-focused housing and homelessness support across Melbourne's western metropolitan region. Wombat is governed by an independent Board and operates within the Unison group of companies. The Make Room program is delivered in partnership with Unison and Ngwala Willumbong Aboriginal Corporation (Ngwala), bringing together tenancy management, multidisciplinary support and culturally responsive practice.

Mission

Wombat supports people who are experiencing, or are at risk of, homelessness in Melbourne's western suburbs. We deliver high-quality support services and advocate for reduced homelessness and a fair, accessible housing system.

Wombat's services include:

- support and advocacy for social housing renters;
- support programs for people engaged with Youth Justice and Child Protection; and
- transitional support for families, individuals and young people.

Our workplace culture is characterised by:

- innovation and the thoughtful integration of new programs;
- accessible, transparent, fair and equitable services;
- culturally responsive practice and respect for language diversity;
- age-appropriate services for children, young people, adults and older people;
- collaborative, cross-program service delivery;
- positive and purposeful change;
- accountability, curiosity and reflective practice;
- active listening and consideration of different perspectives;
- a workforce diverse in experience, age and ability;
- recognition of staff contribution and a strong commitment to wellbeing; and
- a flexible and supportive work environment.

Wombat is an equal opportunity employer committed to a safe, inclusive and respectful workplace. We encourage applications from First Nations peoples, people with disability, people from culturally and linguistically diverse backgrounds, and LGBTQIA+ people.

Wombat is a child-safe organisation and complies with the Victorian Child Safe Standards.

2. Program Overview

Make Room is a supportive housing program for people experiencing rough sleeping or chronic homelessness in the City of Melbourne. It provides secure accommodation for up to 12 months, or until a longer-term housing outcome is achieved. Unison provides tenancy management, while Wombat and Ngwala deliver integrated, place-based support to help renters establish and sustain their tenancy. Ngwala leads culturally safe support for First Nations renters and community members. The service model promotes tenancy sustainment, renter-defined wellbeing and connection, early identification of risk, and clear accountability across housing and support partners.

3. Position Overview

Role: Case Manager – Alcohol and Other Drugs Specialist

Scope: Provides renter-led case management; harm-reduction planning; relapse and overdose risk response; withdrawal and treatment pathways; health promotion; service navigation; clinical liaison; and specialist consultation to the multidisciplinary team. Provides non-judgemental, evidence-informed responses that prioritise safety, autonomy and housing sustainment.

Reporting and Accountability: Reports to the Program Manager via the Make Room Team Leader

Support and Supervision: Receives regular supervision, reflective practice and participates in multidisciplinary case review.

Responsibilities will be commensurate with the SCHADS Award Level 5.3

4. Key Responsibilities

- Carry out the duties in accordance with the philosophy, policies, work practices and protocols of Wombat Housing Support Services.
- Provide renter-led case management and coordinated support planning.
- Undertake alcohol and other drug assessments within scope of practice.
- Develop harm minimization / reduction, relapse prevention and overdose response plans.
- Support access to withdrawal, rehabilitation, pharmacotherapy and treatment services.
- Provide health promotion and education regarding safer substance use practices.
- Coordinate care with health, primary care, AOD and mental health services.
- Provide specialist secondary consultation to team members.
- Respond to risks impacting wellbeing, tenancy sustainment and safety.
- Complete risk assessments, safety planning and critical incident responses.
- To participate in team and individual case management, support meetings, team meetings, Wombat staff meetings and other internal meetings.
- To support and engage with other programs within Wombat
- To participate in Wombat working groups
- To attend external meetings as determined by the Team Leader
- To contribute to the maintenance of information, data and recording systems
- To network with other agencies to further the interests of Wombat service users
- To prepare written reports as required
- To contribute to the development of Wombat policies, programs and procedures
- To represent the interests of Wombat and in the west in consultation with the Team leader and Program Manager
- Other duties as directed by the Team Leader, Manager or CEO.

5. Employment Conditions

Job Title: Case Manager – Alcohol and Other Drugs Specialist

Salary: SCHADS Award Level 5.3

Salary sacrificing is available, within the limit of the law.

Position reports to: Team Leader Make Room

Working Hours: Full Time 38 Hours per week. 7.6 Hours per day.

Conditions: As per Wombat EBA 2016 which includes:

Five weeks (pro rata) paid annual recreation leave

Grace and Favour days between Christmas and New Year

A probationary period of 6 months will apply.

Appointment is subject to a satisfactory Police Check and Working with Children Check. In the event that a candidate has resided overseas for more than one year in the preceding 10 years, an International Police check will be required prior to commencing work. The successful applicant will also be required to sign a disclosure statement regarding any previous misconduct or formal disciplinary action.

All candidates must be willing to comply with future government health directions.

Please note that this position entails an outreach component.

6. Application and Selection

Key Selection Criteria

- Relevant tertiary qualification in Alcohol and Other Drugs, Social Work, Psychology, Community Services or related discipline.
- Experience providing AOD case management and support to people with complex needs.
- Knowledge of harm minimization / reduction, recovery oriented and trauma informed practice.
- Experience in assessment, treatment planning and relapse prevention strategies.
- Knowledge of withdrawal, rehabilitation and pharmacotherapy pathways.
- Experience working collaboratively with multidisciplinary teams and external services.
- Skills in risk assessment, overdose prevention and crisis response.
- Excellent communication, engagement and advocacy skills.
- Current Victorian Driver License.

Manager	Employee
Signature: _____	Signature: _____
Date: _____	Date: _____