

# Position Description



YWCA CANBERRA

Position Information	
Position	Common Ground Case Manager
Date approved	March 2026
Program	Housing Support Unit
Supervisor	Team Leader Next Door, Common Ground and Community Development
Location	Common Ground Dickson
Hours of work	38 hours per week, 9am-5.06pm Monday to Friday
Salary	Grade 3.4 YWCA Canberra Enterprise Agreement 2023 - 2027 (SCHADS Grade 5)

General Conditions of Employment
<ul style="list-style-type: none"><li>• YWCA Canberra Enterprise Agreement 2023-2027</li><li>• Appointment is subject to obtaining and maintaining a satisfactory Working With Vulnerable People check (at own cost).</li><li>• Appointment is subject to satisfactory working rights in Australia.</li><li>• All YWCA Canberra policies and procedures will apply.</li><li>• Subject to a 6-month probation period.</li></ul>

Position Statement
<p>YWCA Canberra has been managing homelessness services for families and individuals 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:</p> <ul style="list-style-type: none"><li>• Affordable housing – providing affordable housing for older women in the Canberra community.</li><li>• Transitional housing – providing supported accommodation for women and their families who are at risk of homelessness.</li><li>• Outreach Support to single women as well as to women and their families who are homeless or at risk of homelessness.</li><li>• Supportive Tenancy Service – working in partnership with Woden and Belconnen Community Services to support ACT residents whose housing is at risk, to maintain a safe and stable home.</li><li>• Common Ground Dickson – working in partnership with CHC provides tenancy management and support for social and affordable tenancies.</li></ul> <p>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 Case Manager works with individuals and families who have</p>

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experienced homelessness or been at risk of homelessness, who may have complex psychosocial needs and require flexible support to maintain their tenancy. These supports are to:

- A) Provide a safe and secure housing environment and assist the Residents to maintain their tenancies, including meeting the obligations of their Residents Agreement;
- B) Provide long-term assertive on-site support for Residents to reduce unmet needs and develop the personal skills required to achieve independence;
- C) Provide individual wrap-around support that ensures the coordination of all services required to meet individual needs; and
- D) Provide coordination of case plans for individual Residents, including collaborating with mainstream and specialist practitioners to ensure the coordinated delivery of support to the Residents concerned.

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, 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 Community Development Coordinator to provide seamless meaningful place-based support and engagement opportunities to the Residents of Common Ground.

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 in assertive, person-centred case management and coordination 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.

<b>Responsibilities</b>	
Client work	<ul style="list-style-type: none"> <li>• Working from a strength based, child-centred, family focused, gender and trauma-informed practice framework.</li> <li>• Provide proactive case management and support to individual adults and families using a range of engagement skills for example, motivational interviewing techniques.</li> <li>• Provide advocacy and supported referrals to other specialist services as required.</li> <li>• Consult with Residents to jointly develop individual case plans and regularly review progress towards case goals.</li> <li>• Together with the Community Development Coordinator, participate in the development and delivery of group programs.</li> <li>• Actively seek resident feedback in a variety of ways including tenant meetings, surveys, and feedback forms and</li> </ul>

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	<p>use this data to suggest and implement service improvements with the support of the Team Leader.</p> <ul style="list-style-type: none"> <li>• Collect and compile accurate Resident case management documents.</li> <li>• Work within a reflective practice and continuous improvement philosophy.</li> <li>• Be able to develop risk assessments and adhere to safety plans, both to support Resident's safety and the safety of staff on site at Common Ground, and report incidents in line with YWCA policies and procedures.</li> </ul>
<p>Tenancy support</p>	<ul style="list-style-type: none"> <li>• Implement policy and procedures for tenancy support including the induction of new residents into the service; and</li> <li>• Work closely with the Community Development Coordinator and CHC team to discuss any tenancy issues and provide support to service users to effectively resolve them.</li> </ul>
<p>Collaborative practice</p>	<ul style="list-style-type: none"> <li>• Maintain and develop relevant cross-professional links with other agencies and service providers as appropriate.</li> <li>• Work closely with other service providers and agencies to improve access and service delivery to meet the needs of Residents.</li> <li>• Initiate and actively participate in case coordination and review conferences with Residents and other service providers as required.</li> <li>• Maintain up to date knowledge of current service provision, relevant research and sector development.</li> <li>• Attend relevant sector meetings and provide feedback to team members.</li> </ul>
<p>Teamwork and professional development</p>	<ul style="list-style-type: none"> <li>• Participate in regular team meetings and activities to foster collegial and professional working relationships, innovation and continuous quality improvement in all aspects of work including regular travel to our central office in the city.</li> <li>• Participate in the development of a personal professional development plan and engage in professional development as required.</li> <li>• Actively participate in regular supervision, performance appraisals/ management.</li> </ul>
<p>Administrative tasks</p>	<ul style="list-style-type: none"> <li>• Proactively adhere to all quality (QIC) and housing standards.</li> <li>• Provide accurate and timely case notes and reporting.</li> <li>• Provide Case Studies as required.</li> <li>• Record all brokerage expenditure appropriately and complete and submit financial reports (for example debit card reconciliation and reimbursements).</li> </ul>

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<p>In relation to YWCA Canberra</p>	<ul style="list-style-type: none"> <li>• Read, understand and uphold organisational policies and procedures.</li> <li>• 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.</li> <li>• Contribute to creating a safe and healthy environment for all employees by working within the Work Health and Safety framework.</li> </ul>
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<b>Selection Criteria</b>	
<p><b>Qualifications</b></p>	<ul style="list-style-type: none"> <li>• Minimum Diploma in Community Services, or tertiary qualifications in a relevant field such as social work, psychology or human services.</li> <li>• Additional qualifications in Mental Health desirable.</li> </ul>
<p><b>Knowledge and Experience</b></p>	<ul style="list-style-type: none"> <li>• Experience working effectively with vulnerable and disadvantaged people including those working to make improvements and address any issues that they are experiencing.</li> <li>• Knowledge of the Housing First model and principles and how these relate to a permanent supportive housing program.</li> <li>• Experience working with people experiencing or at risk of homelessness within a supported accommodation/outreach framework preferred.</li> <li>• The ability to assess and manage risk and safety, including developing risk assessments and safety plans.</li> <li>• Experience and/or the ability to work competently and in a culturally safe manner with families and individuals from Aboriginal, Torres Strait Islander and Culturally and Linguistically Diverse backgrounds.</li> <li>• A knowledge and understanding of the impact of family violence and trauma on the cycle of homelessness.</li> <li>• Sound knowledge and experience supporting people with complex mental illness and AOD issues.</li> <li>• Sound working knowledge of the issues affecting homeless families including children and young people and the application of strategies to address issues affecting individual family members when accessing stable housing.</li> <li>• Knowledge and experience in the following fields:                             <ul style="list-style-type: none"> <li>○ Individual and family assertive case management</li> <li>○ Advocacy</li> <li>○ Outreach support</li> <li>○ Collaborative professional practice</li> </ul> </li> </ul>
<p><b>Capabilities and Behaviours</b></p>	<ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills including written skills.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Strong commitment to teamwork and an ability to work in a team environment with a commitment to professional supervision.</li> <li>• Ability to prioritise workloads and meet internal and external deadlines.</li> <li>• Proactive 'self-starter' approach to work with the ability to use initiative.</li> <li>• Operate ethically, professionally and with integrity at all times with particular attention to confidentiality, privacy and consent to share client information.</li> <li>• Ability to execute sound judgement and adhere to professional boundaries and ability to prevent and de-escalate crisis situations and respond effectively.</li> <li>• Commitment to reflective practice and continuous development and improvement.</li> <li>• Demonstrated skills in the use of Microsoft Office and reporting through data base collection systems, updating Sharepoint folders and triaging and responding to emails in a timely manner.</li> </ul>								
<p><b>Other Requirements</b></p>	<ul style="list-style-type: none"> <li>• Ability to work within the philosophy of YWCA Canberra.</li> <li>• Current full driver's license and access to vehicle with comprehensive insurance during working hours (if required).</li> <li>• A current Working with Vulnerable People Registration.</li> <li>• Australian Citizenship or suitable rights to work in Australia.</li> </ul>								
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<p><b>Acknowledgement by Incumbent</b></p>	<table border="1" style="width: 100%;"> <tr> <td style="width: 60%;">Signature:</td> <td style="width: 10%;"></td> <td style="width: 10%;"><b>Date</b></td> <td style="width: 20%;">Click here to enter a date.</td> </tr> <tr> <td>Name:</td> <td></td> <td></td> <td></td> </tr> </table>	Signature:		<b>Date</b>	Click here to enter a date.	Name:			
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