



YWCA CANBERRA

# Position Description

Position Information	
<b>Position</b>	Housing Manager
<b>Date approved</b>	December 2025
<b>Program</b>	Community Services
<b>Supervisor</b>	Chief Operating Officer (COO)
<b>Location</b>	Central Office
<b>Hours of work</b>	30-38 per week
<b>Salary</b>	5.1 (SCHADS 7- 8)
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>Reporting to the Chief Operating Officer, the Housing Manager is responsible for all housing operations, in accordance with the vision, values and policies of the YWCA Canberra, funding body requirements and community housing standards.</p> <p>The Housing Manager is responsible for overseeing and providing overall management of all Housing and Homelessness programs including the Specialist Homelessness and Affordable Housing and work in partnership with the Domestic Violence Support Service, ensuring a integrated high-quality trauma and gender-informed integrated service model for all clients across the housing continuum (from crisis, transitional to affordable housing) and those requiring specialist outreach support.</p> <p>Key functions for the Housing and Homelessness programs include, Rentwell, Y Homes, specialist support (older women, single men, refugee and asylum seeker, families in all their diversity, domestic and family violence and child focus), case management, tenancy management, outreach support, advocacy and support for accompanying children and young people, information, referral and networking, and staff supervision.</p>	
Responsibilities	
Duties and Responsibilities	<ul style="list-style-type: none"><li>Day to day operational management of all YWCA housing and homelessness programs including Next Door, Pathways, Families in all their diversity, Common Ground Dickson, Y Homes and Rentwell and all homes operated by YWCA Canberra to ensure a best practice integrated approach to client</li></ul>

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service delivery across the housing continuum and a 'no wrong door' approach'.

- Must work in partnership with the Manager of the Domestic Family Violence Support Services as part of our 'no wrong door' integrated service delivery.
- Make recommendations for new services or extensions of existing services that would enhance or develop the outcomes of the Housing, Homelessness and Rentwell unit.
- Monitoring of operational budgets and monthly financial reports and variances and recommend strategies as required
- Monitor and review program contracts, work plans and outcomes to ensure accountability and the identification of program priorities.
- Collaborate with the COO to develop an annual operational plan and oversee the implementation of this plan.
- Lead the QIP process for the programs and proactively adhere to all quality (QIC) and housing standards
- Responsibility for Community Housing Registration and all compliance and reporting requirements in partnership with the Director Quality and Risk.
- In consultation with the COO, contribute to preparation of budgets, tenders, submissions, and external reports that relate to the Housing ACT contracts and community housing requirements and other growth opportunities.
- Maintain up to date knowledge of relevant government policy, current service provisions, research and sector development as relevant to the client group and strategic goals of YWCA Canberra.
- Actively contribute to the work health and safety program for the unit.
- Implement and monitor risk management and quality improvement processes and reporting through Beakon.
- Achievement of the outcomes and outputs of YWCA's contracts with various funding bodies through relevant planning, data collection, implementation, reporting and evaluation strategies.
- Provide advice and support to Housing, Homelessness and Domestic Violence unit staff in pursuit of KPI achievement and positive client outcomes, regularly review progress towards case goals
- Provide advocacy and supported referrals to other services for service users
- Lead the development and delivery of new client engagement activities
- Represent YWCA Canberra in ACAT for tenancy related matters
- Working from a strengths-based, gender and trauma-informed practice framework and work within a reflective practice and continuous improvement philosophy.

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Collaborative practice	<ul style="list-style-type: none"><li>Maintenance of key internal and external relationships and participate in sector networks and liaise with relevant stakeholders.</li><li>Work collaboratively with and provide supervision and hands-on support to key leadership staff across the portfolio.</li><li>Attend relevant sector meetings and provide feedback to team members, including staff in the housing, homelessness and domestic violence service delivery unit and other YWCA Canberra staff as appropriate.</li><li>Lead the development of the goals contributing to the operational plan of the Community Services Portfolio.</li></ul>
Staff Supervision	<ul style="list-style-type: none"><li>Following established processes, manage and have oversight of staff recruitment, induction, supervision, training, performance and professional development for the Housing, Homelessness and Rentwell Unit.</li><li>Provide proactive line management supervision and support to the three Housing and Homelessness Team Leaders, utilising a strengths-based approach and outlining the required performance of each team member and their contribution to the achievement of the goals of the unit.</li><li>Provide direction and pro-active support to the leadership team in relation to their supervision and the performance of operational staff.</li></ul>
In relation to YWCA Canberra	<ul style="list-style-type: none"><li>Read, understand and uphold organisational policies and procedures</li><li>Work in a manner that aligns with YWCA Canberra's values and ethics. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, aiding 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>

## Selection Criteria

<b>Qualifications</b>	<ul style="list-style-type: none"><li>A minimum Diploma of Community Services or equivalent. Tertiary qualifications in a relevant field such as social work, psychology or human services strongly desirable.</li></ul>
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## Knowledge and Experience

- At least five years' experience working effectively with vulnerable and disadvantaged people as well as experience working with women, families and gender diverse people experiencing, or at risk of homelessness within a non-judgemental, strengths-based, gender and trauma informed person-centred, human-rights, anti-oppressive framework.
- Experience and sound understanding of the nature and drivers of domestic and family violence
- Experience and/or understanding of Property and Tenancy Management processes and issues
- Experience and/or the ability to work competently with individuals and families from diverse backgrounds including Aboriginal, Torres Strait Islander, culturally and linguistically diverse backgrounds and LGBTQI+
- Sound knowledge and understanding of intersectional trauma of individuals, children and families who are homeless or at risk of homelessness, including those in crisis and those who are impacted by domestic and family violence
- Demonstrated understanding of human resources management and experience in the supervision and support of staff in a diverse multi-disciplinary team, including development of workplans, personal development plans and performance management systems and achievement of individual and team KPIs
- Knowledge and experience in the following fields:
  - Trauma and gender informed, strengths-based case management and coordination
  - Client advocacy
  - Outreach support

## Capabilities and Behaviours

- Excellent interpersonal and communication skills including written skills
- Strong leadership capabilities and the ability to lead a team to achieve positive outcomes
- Ability to prioritise workloads and meet internal and external deadlines
- Proactive 'self-starter' approach to work with the ability to use initiative and lead and support staff to respond with flexibility and agility to clients in crisis
- Operate ethically, professionally and with integrity
- Ability to think strategically in the best interests of YWCA Canberra and to execute sound judgement whilst adhering to professional boundaries
- Commitment to reflective practice and continuous development and improvement

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- Demonstrated skills in the use of Microsoft Office and reporting through database 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 and current police check
- Australian citizenship or suitable rights to work in Australia

## Authorisation

### Acknowledgement by Incumbent

Signature:

Date

[Click here to enter a date.](#)

Name:

### Executive Director

Signature:

Date

[Click here to enter a date.](#)

Name:

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