

Position Description



YWCA CANBERRA

Position Information	
Position	Case Manager - Next Door Older Women's Homelessness Service
Date approved	April 2024
Program	Next Door
Supervisor	Team Leader Next Door/Common Ground
Location	Central Office
Hours of work	30-38 hours per week
Salary	Grade 3 of YWCA Canberra Enterprise Agreement 2023-27

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 provided housing services since 1949 and specialist homelessness services to women and families since 1996. Following substantial growth, the Housing Support Unit has expanded to incorporate over 260 tenancies across the housing continuum from crisis services for women and women experiencing domestic or family violence, to transitional supported housing to affordable housing for individuals and families. We use an integrated approach to ensure a high level of client service and a 'no wrong door' to people experiencing trauma. Our specialist homelessness services funded by the ACT Government encompass:

- **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 families in all their diversity who are at risk of homelessness
- **Pathways Program** – supports single men and families with uncertain visa status 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.

YWCA Canberra is also a Registered Community Housing Provider and provides affordable housing to eligible Canberrans. This is through a portfolio of purpose-built properties and through our Rentwell program. YWCA Canberra

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The Next Door service for older women commenced in August 2019 and complements existing YWCA Canberra housing services and programs for older women and contributes to the achievement of the ACT Government's Housing Strategy.

The service enables YWCA Canberra to increase the number of older women clients and range of support services to older women who are homeless or at risk of homelessness. The program works closely with other partners who will provide expert advice to inform service delivery, access, warm referrals and direct specialist provision to service users as required.

Next Door is a distinct service, operated by dedicated, skilled and experienced specialised staff including a team leader and three case managers. **The focus is on supporting older women to rapidly maintain or secure safe, suitable and affordable housing and access holistic wrap around supports to address their other needs.**

The service operates under gender and trauma informed strengths-based, person-centred case management frameworks and focusses on the domains of the ACT Government's Wellbeing Framework.

The Case Manager will provide individualised specialist gender and trauma informed case management and case coordination to ensure that identified needs are addressed. Warm referrals will be made to a range of key partners.

The Case Manager will also be familiar with a diverse range of ACT wide social and community activities and special interest groups to enable appropriate information provision and warm referrals to promote social inclusion. Next Door also provides some Community Development/group activities to this end.

Brokerage funds are available to support fee-for-service costs. YWCA Canberra, as a specialist women's service with Housing, Domestic Violence, Community Services and a well-established Registered Training Organisation, can provide a range of specialist services directly to service users.

The key elements of the Next Door program includes:

- Specialist case management and coordination;
- Tenancy advice, support and housing options;
- Gender and trauma informed practice' Older women capacity building;
- Older women's health, wellbeing, self-determination and agency; and
- Nurturing older women's independence.
- Engaging older women in their communities.

Next Door staff will also work collaboratively with other YWCA Canberra specialist community services staff, including Housing and Homelessness, Community development, Domestic and Family Violence Support, Counselling, Emergency Relief Staff and the Tuggeranong Network Coordinator. The Case Manager will utilise existing YWCA Canberra knowledge, skills and experience in effectively engaging with and supporting older women who are homeless, or at risk of homelessness.

The Service is focussed on achieving short, medium and long term housing and other outcomes – using a tailored approach and person centred case plan to improving older women's health and wellbeing, employment, personal agency and social inclusion.

Responsibilities

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Client work	<p>Working closely with the Next-Door Team Leader and other Case Managers, using strengths-based, gender and trauma-informed practice frameworks provide:</p> <ul style="list-style-type: none"> • Client case management and case coordination to ensure that identified needs are addressed. • Specialised person-centred support to women who have experienced domestic and family violence; • Information and warm referrals to a diverse range of ACT wide social and community activities and special interest groups to promote social inclusion and wellbeing; • Internal referrals for specialised support as required, for example, domestic violence, property and/or tenancy management, employment readiness and confidence training and education and accredited training through YWCA Registered Training Organisation, employment advocacy and assistance with job search and applications, and emergency food and material assistance; • Assessment and recommendation to Team Leader regarding Brokerage funds to support fee-for-service costs; • Provide advice and support to the Team Leader and Director Service Delivery in pursuit of program and contractual outcomes and achievement of positive client outcomes, regularly review progress towards case goals • Participate in the development and delivery of new client engagement activities; • Participate in the implement service user evaluations; • Collect and compile accurate service user case management documents; and • Work within a reflective practice and continuous improvement philosophy. • Work with older women to identify their strengths and ways in which they can be connected to their community. • Participate in Community Development/group activities as required • Research and facilitate activities to promote social inclusion.
Service design and implementation	<ul style="list-style-type: none"> • Consult widely with a diverse range of stakeholders and partners to promote the service effectively to eligible older women, many of whom are 'hidden' and don't traditionally use homelessness services; • Actively participate in the ongoing promotion of the service • Work with the Case Managers and Manager to develop, organise and facilitate community engagement activities for clients.
Collaborative practice	<ul style="list-style-type: none"> • Maintain and develop relevant cross-professional links with other agencies and service providers as appropriate • Work closely with strategic partners 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

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	<ul style="list-style-type: none"> Attend relevant sector meetings and provide feedback to team members, including staff in the HSU, Community Services Portfolio and other YWCA Canberra staff as appropriate.
Team work and professional development	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Proactively adhere to all quality (QIC) and housing standards Provide accurate and timely case notes and reporting Make assessments and recommendations to Next Door Manager regarding client rent and fee-for-service brokerage expenditure.
In relation to YWCA Canberra	<ul style="list-style-type: none"> Read, understand and uphold organisational policies and procedures Work in a manner that aligns with the YWCA Canberra's values and ethics. This includes operating with honesty and integrity and 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 Contribute to creating a safe and healthy environment for all employees by working within the Work Health and Safety framework.

Selection Criteria	
Qualifications	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Experience working effectively with vulnerable and disadvantaged people Experience working with older women experiencing or at risk of homelessness within a strengths-based, gender and trauma informed person-centred framework strongly desirable. Experience and/or the ability to work competently with older women, including non-binary, female identifying, from diverse backgrounds including Aboriginal, Torres Strait Islander, culturally and linguistically diverse backgrounds and LGBTQI Sound knowledge and understanding of the issues affecting older women who are homeless or at risk of homelessness Knowledge and experience in the following fields: <ul style="list-style-type: none"> Strengths based Case management and coordination Advocacy Outreach support Extensive stakeholder engagement and relationship management experience Collaborative professional practice

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	<ul style="list-style-type: none">• Knowledge of and practical experience of researching, promoting and facilitating community engagement to provide social connectedness for older women.
Capabilities and Behaviours	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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• Australian Citizenship or suitable rights to work in Australia

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