



Position Description

Position Information	
Position	Pathways Housing Support Case Manager (Single Men)
Date approved	November 2024
Program	Pathways Program, Housing and Homelessness Portfolio
Supervisor	Team Leader – Families and Pathways
Location	Central Office
Hours of work	30 - 38 hours per week
Salary	Grade 3 Level 3 YWCA Canberra Enterprise Agreement 2023-2027

General Conditions of Employment
<ul style="list-style-type: none"> • YWCA Canberra Enterprise Agreement 2023 - 2027 • Appointment is subject to obtaining a satisfactory Working with Vulnerable People registration at own cost • Appointment is subject to satisfactory National Police Check within the last 3 months. • Appointment is subject to satisfactory working rights in Australia • All YWCA Canberra policies and procedures will apply • Subject to a 6-month probation period

Position Statement
<p>YWCA Canberra has been providing housing and support in the ACT since 1949 and 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:</p> <ul style="list-style-type: none"> • Affordable housing – providing affordable housing for older women in the Canberra community. • Affordable property management services in the private rental market through our Rentwell program. • Transitional housing – providing supported accommodation for women and their families who are at risk of homelessness. • Outreach Support to single women as well as to women and their families who are homeless or at risk of homelessness. • Supportive Tenancy Service – working in partnership with Woden and Capital Region Community Services to support ACT residents whose housing is at risk, to maintain a safe and stable home. <p>The Pathways Housing and Support Program is a new program of YWCA Canberra. Pathways is a specialist homelessness service supporting people with uncertain immigration status, including asylum seekers without income or work rights in the ACT, providing accommodation and wrap around support.</p>

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This position will work proactively across the Housing Support Unit (HSU) to support the expansion of services, innovation and continuous quality improvement in the provision of client services. Key functions of the HSU include the provision of accommodation, case management, outreach, support and advocacy, support for accompanying children, information, referral and networking. The HSU works closely with the other YWCA Housing programs consisting of Next Door, Rentwell and Domestic Violence Support Service. Key Frameworks used across the programs: Human Rights Practice Perspectives, LGBTIQ+ Inclusive Practice Guide for Homelessness and Housing Sectors in Australia, Framework for Ethical Work with Asylum Seekers in the ACT and the Practice Framework for Working with Vulnerable Children, Youth and Families.

Responsibilities	
Client work	<ul style="list-style-type: none"> • Undertake comprehensive assessments to identify eligibility for the program and suitability to live in shared accommodation, identifying support and practical needs. • Working from a strength based, gender, culturally responsive, human rights, anti-oppressive and trauma-informed practice frameworks. • Provide proactive case management and support through outreach and headlease accommodation, ensuring access to essentials of daily living • Help co-ordinate access to health care, trauma and torture support and referrals for migration/legal and employment and training (visa permitting) support through community partners • Work collaboratively with the Tenancy Support Worker and Pathways Families Support Case Manager to achieve Pathways program outcomes • In consultation with the Team Leader Families and Pathways provide support to other HSU clients as required. • In consultation with Domestic Violence Support Service Manager, assist in risk assessment and safety planning as required. • Provide advocacy and supported referrals to other services for service users. • Consult with service users to jointly develop individual case plans and regularly review progress towards case goals. • Participate in the development and delivery of group programs • Implement service user evaluations. • Collect and compile accurate service user case management documents; and • Work within a reflective practice and continuous improvement philosophy.

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	<ul style="list-style-type: none"> • Regularly assess clients for changes in visa status and work rights and work proactively with those eligible to work to gain employment and prepare those using strengths based and trauma informed approaches to exit the program into stable housing. • Use Translation services where required.
Individual Support	<ul style="list-style-type: none"> • Provision of in-home support including assertive outreach to actively engage with the service user. • Provision of casework assessment establishing objectives and goals • Developing, implementing, monitoring and reviewing the service users action plan. • Undertake needs assessment including urgency of need, risk, appropriate referrals (internal and external) and follow-up assessments and actions. • Focus on strengthening community relationships and building service users resilience to ensure the best outcomes. • Liaise with internal and external services to maintain relevant links and networks. • Build service users capacity through skill enhancement
Tenancy Support	<ul style="list-style-type: none"> • Implement policy and procedures for tenancy management including the induction of new residents into the service; and • Work closely with the Tenancy Worker and Director Housing and homelessness to match clients to the most appropriate shared house properties, discuss any tenancy issues and provide support to service users to effectively resolve them. • Support the service user to develop an understanding of ACT tenancy obligations, including house rules for shared accommodation and help the Tenancy Worker set clear tenancy rights and responsibilities.
Collaborative practice	<ul style="list-style-type: none"> • Maintain and develop relevant cross-professional links with other specialist agencies and service providers as appropriate. • Work closely with 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. • Work collaboratively other specialist agencies on individual advocacy

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Teamwork 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
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 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	<ul style="list-style-type: none"> • Minimum Diploma in Community Services, or tertiary qualifications in a relevant field such as social work, psychology or human services • Experience working with the CALD community, specifically men with visa uncertainty
Knowledge and Experience	<ul style="list-style-type: none"> • Experience working effectively with vulnerable and disadvantaged people and those who have experienced trauma or torture • Understanding of the needs of people seeking asylum or who have visa uncertainty • Experience working with people experiencing or at risk of homelessness within a supported accommodation/outreach framework preferred • Experience and/or the ability to work competently with people from culturally and linguistically diverse backgrounds • A knowledge and understanding of the impact of family violence and trauma on the cycle of homelessness • Sound working knowledge of the issues affecting homeless men and barriers accessing appropriate housing including the additional challenges of people with little to no income and uncertainty arising from visa status.

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	<ul style="list-style-type: none"> • Knowledge and experience in the following fields: <ul style="list-style-type: none"> - Individual case management - Advocacy - Outreach support - Collaborative professional practice
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 effectively communicate with people from non-English speaking backgrounds, using translation services where required as well as those who have experienced trauma and torture. • 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 • Represent YWCA professionally at all times • 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

Authorisation

Acknowledgement by Incumbent	Signature:	Date	Click here to enter a date.
	Name:		
Executive Director / CEO	Signature:	Date	Click here to enter a date.
	Name:		

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