Case Manager

- **Support young people accessing crisis accommodation**
- **Attractive remuneration, above Award rates!**
- **Salary Sacrifice benefits**

About YWCA Australia

YWCA Australia is a proud feminist, secular organisation committed to building a future, where all women and girls are equal, safe and respected. Following the national merger, YWCA has recently become one national organisation with over 300 staff across more than 15 locations throughout the country. We run programs and services across Australia, empowering women through leadership, advocacy and the provision of critical community services across Australia's diverse social and geographic landscape.

The Role

YWCA Australia is currently seeking a dedicated to join our Housing Support Program. This role is offered on a full time basis on a maximum term contract until 30 June 2023 and is based in our Winnellie (Darwin) office.

The Housing Support Program (HSP) provides an opportunity for a continuum of housing services for young people and older single women. HSP provides case management to respond to homelessness by assisting young people and older single women to move into, or retain, independent accommodation.

How to Apply

- Download the full Position Description from www.ywca.org.au/rewarding-careers
- Create a Cover Letter addressing how you meet the Selection Criteria (Qualifications, Experience and Attitude) listed in the Position Description
- Send your Cover Letter and Resume to careers@ywca.org.au, stating the position title in the subject line
- Please note: only candidates addressing the selection criteria will be considered for the position

Applications close: 9am, 24 January 2019

This position will require the applicant to satisfactorily complete a national criminal history record check and hold the relevant state based working with vulnerable persons permit prior to employment.

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Position Description

Job Title	Reporting to	Department	Location
Case Manager	Housing and Parenting Support Program Supervisor	Youth Programs	Darwin

The role: A Case Manager for the Housing Support Program provides strength-based case management, tenancy and parenting support across a range of programs designed to increase independence in young people and older women. You will also link clients into the private rental market and mainstream services such as Centrelink, Department of Housing and health care agencies.

YWCA Vision: all women, young women and girls are safe and respected, with equal access to power, opportunity and resources.

YWCA Purpose: to be a strong, unified, national feminist organisation of women, young women and girls, working to achieve gender equality.

It is a requirement that the job holder fully complies with, promotes and lives **YWCA's Core Values:**

Feminism	Inclusion	Excellence	Innovation	Integrity

Key Responsibilities

- Apply effective communication techniques to build and maintain relationships with clients and colleagues, including those from diverse cultural backgrounds and linguistic needs, based on respect and trust.
- Develop co-operative working relationships with external agencies and providers to optimise client service delivery and referral.
- Promote high quality case management and apply strength based case management processes appropriate to the unique case management requirements of clients with highly complex needs.
- Work with clients to prepare for and facilitate the transition between programs within the YWCA housing support services, or to private, public or community housing outside the organisation.
- Develop and maintain effective networks with relevant stakeholders to identify opportunities to increase housing access, including access to relevant support networks, financial services and training programs.
- Assist the Housing Support Program Supervisor with the planning and implementation of the services provided for the Housing Support Program.
- Ensure properties and tenancies are managed effectively.
- Maintain client information and case notes on the SHIP database.
- Undertake other tasks as assigned by the manager.

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Position Description

Qualifications, Experience and Attitude

1. Qualification in Community Services and/or Youth Work.
2. Ability to communicate effectively with clients and colleagues, including those from diverse cultural backgrounds and with linguistic needs.
3. Experiencing in delivering high quality, strength-based case management.
4. High level understanding of the complex issues relating to youth homelessness.
5. Hold or ability to apply for a valid Senior First Aid Certificate, National Criminal History Check, NT Driver's License and Ochre Card.
6. Strong supporter of Women's Rights and willing to push the boundaries.
7. Team player who is approachable with strong interpersonal and listening skills together with the ability to empower.
8. Results focused, self-motivated and a self-starter who goes above and beyond.
9. Doesn't settle, strives for continues improvement and has a high level of integrity.

Employee Agreement

_____ _____
Name Signature

_____
Date