



SAHSSI Position Description

Case Manager – Safe Places Illawarra

Version: 1.2	Date approved: 27/05/25	Next review date: 27/05/2027
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Classification/ Grade	Grade 4 Social, Community Home and Disability Services Industry Award (SCHADS) (Commonwealth)
Hours	Full time (38 hours per week) Core working Hours: 8.54 to 5.00pm Participation in an on-call roster
Location	Based in Illawarra– Supported Temporary Accommodation Site May be required to work from other locations within the Shoalhaven and Illawarra at management request
Funding Program	Domestic Violence Response Enhancement (DVRE) Program: Shoalhaven/ Illawarra. Currently funded to June 30 th 2026 with expectation of renewed funding This is a 24/7 service for women with or without children escaping Domestic, Family or Sexual Violence (DFSV).

PURPOSE OF ROLE

The Temporary Accommodation Case Manager is responsible for providing high-quality, trauma-informed, and strengths-based case management support to women with or without children who are homeless or at risk of homelessness due to domestic and family violence. The role delivers responsive support within SAHSSI's Safe Places Temporary Accommodation Program.

This position works collaboratively with internal teams, stakeholders, and external agencies to achieve positive client outcomes and reduce social isolation, while increasing safety and access to local services. The Case Manager contributes to the day-to-day operation of the temporary accommodation site and participates in the after-hours on-call crisis response roster.

KEY RESPONSIBILITIES

Case Management and Client Support

- Deliver individualised case management using DFSV and trauma-informed, strengths-based, and client-centred approaches and in line with SAHSSIs values and strategic direction.
- Support service users to navigate systems, access housing pathways, legal assistance, health, and wellbeing supports.
- Conduct comprehensive intake and risk assessments, including during on-call crisis responses.
- Support clients to understand and adhere to HOMES NSW terms and conditions, as well as their individual case plans, to maintain eligibility / access to Temporary Accommodation while working toward long-term housing solutions.
- Work in a culturally safe and inclusive manner that recognises the strengths, histories, and experiences of Aboriginal people, and supports respectful, trust-based relationships.



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- Ensure client records are accurate, culturally sensitive, DFSV informed and aligned with trauma-informed practice to support continuity of care and long-term outcomes.

Temporary Accommodation Site Operations

- Assist in the day-to-day operation of the temporary accommodation site, ensuring a safe, trauma informed, clean, and welcoming environment.
- Complete tasks including necessary household duties such as cleaning rooms at the end of a client's stay, making beds, and occasionally assisting clients with moving personal belongings.
- Monitor safety and wellbeing of residents and respond to incidents in line with SAHSSI policies.

On-Call and Crisis Response

- Participate in the SAHSSI after-hours on-call roster.
- Respond to emergency referrals and crisis calls from clients or external services (e.g., Link2Home, DV Hotline, Police).
- Attend other local temporary accommodation providers when required to deliver emergency food, clothing, or other urgent supports.
- Complete out-of-hours accommodation assessments and intake processes in line with SAHSSI protocols, and HOMES NSW expectations.

Stakeholder Engagement and Advocacy

- Liaise effectively with SAHSSI's internal teams and external services to advocate for client needs.
- Participate in interagency meetings and represent SAHSSI at relevant community engagement or fundraising events when required.

Administration and Compliance

- Ensure client records are accurate, culturally sensitive, and aligned with trauma-informed in line with SAHSSI policy and funding requirements.
- Comply with SAHSSI's policy framework, Code of Conduct, and privacy and safety standards.
- Contribute to continuous improvement initiatives and quality assurance processes.
- Accurately record and maintain client data and service information to support the smooth operation of the program and ensure timely, accurate reporting to HOMES NSW and other relevant stakeholders



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SELECTION CRITERIA

Essential

- Tertiary qualifications in Community Welfare, Social Work, or a related field.
- Strong written, verbal, interpersonal, advocacy, and technology skills.
- Demonstrated ability to work from a trauma-informed and strengths-based framework.
- Sensitivity and respect for diversity and difference with both clients and colleagues.
- Demonstrated commitment to culturally safe and respectful practice, particularly in working with Aboriginal clients, and an understanding of the impacts of intergenerational trauma, colonisation, and systemic disadvantage
- High level of professionalism, including excellent time management and ethical practice.
- Ability to work effectively both independently and as part of a team.
- Willingness to work flexibly, including participation in an on-call roster.
- Current NSW Driver's Licence and a good driving record.
- Current First Aid Certificate (or willingness to obtain).
- Working with Children Check and National Police Check (or willingness to obtain at own cost).

Desirable

- Experience working in homelessness and/or domestic and family violence services.
- Knowledge of local support services and networks in the Illawarra region.
- Trained in the Safe and Together model of service delivery

KEY RELATIONSHIPS

Who	Why
Internal	
Team Leader	<ul style="list-style-type: none">• Direct line reporting for guidance, supervision, and performance management• Escalate issues, make suggestions, and provide regular updates• Contribute to team meetings and planning processes
Clients/ service users	<ul style="list-style-type: none">• Deliver client-centered, trauma-informed support• Manage expectations and maintain professional boundaries• Encourage feedback and client input into service delivery
Colleagues and team-mates	<ul style="list-style-type: none">• Collaborate on service delivery, projects, and events• Share information and contribute to continuous learning• Constructively manage conflict and contribute to team improvements
External	
Referring agencies	<ul style="list-style-type: none">• Respond to inquiries and accept referrals• Build strong, responsive referral pathways
Community members	<ul style="list-style-type: none">• Accept donations and represent SAHSSI at community and fundraising events• Build positive community relationships



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Local NGO and Government agencies

- Collaborate to support clients and achieve program outcomes
- Represent SAHSSI in interagency meetings, forums, and community initiatives

PHYSICAL DEMANDS AND WORK ENVIRONMENT

This role involves a combination of office-based and outreach work, including support within dynamic crisis accommodation settings where client needs and environments can change rapidly.

Key physical and emotional demands include:

- **Household tasks:** Includes cleaning, making beds, and maintaining a safe and welcoming accommodation environment.
- **Manual handling:** Occasional assistance with carrying groceries, personal belongings, or household items.
- **Desk-based work:** A significant portion of the role involves computer-based tasks such as emails, case notes, reports, audits, and attending virtual or in-person meetings.
- **Travel:** Regular travel between SAHSSI sites, outreach locations with clients, and external meetings or events. This includes driving and transporting items
- **Emotional resilience:** While not physical, the role carries a substantial emotional load. It involves working with women and children affected by domestic and family violence and homelessness, supporting Aboriginal and non-Indigenous colleagues, navigating cultural safety, and responding to trauma-related situations. This work can be emotionally demanding and requires ongoing self-care and professional support

CAPABILITIES FOR THE ROLE

SAHSSI operates under the SHS Workforce Capability Framework (attached). This includes a Personal Attributes Matrix and 9 Capability Framework Streams that define the skills and attributes essential for success in the role.

ACKNOWLEDGEMENT

This job description outlines the general nature and responsibilities of the role. It is not a comprehensive inventory of duties and may be subject to change in response to operational needs.

Employee:		SAHSSI Representative:	
Signature:		Signature:	
Date:		Date:	



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SHS Capabilities Framework

This position is a ***Tier 1 Practitioner*** – People working at this tier do not supervise the work of others; they work under the direction of others and apply their skills to meet established targets or outputs.

The Personal Attributes Matrix

Personal attribute	Descriptor
<i>Innovative</i>	<ul style="list-style-type: none">• Generates options and ideas for improvement• Is open to change and alternatives• Takes advantage of new and emerging opportunities
<i>Focused</i>	<ul style="list-style-type: none">• Research options and sets a clear path• Has clear goals, deals with obstacles and impediments• Manages own time to achieve key outcomes
<i>Positive</i>	<ul style="list-style-type: none">• Has faith in own abilities and remains optimistic• Maintains composure and focus when faced with difficulty• Recovers from setbacks
<i>Collaborative</i>	<ul style="list-style-type: none">• Works with others to achieve common goals• Engenders a spirit of teamwork• Encourages others to achieve
<i>Analytical</i>	<ul style="list-style-type: none">• Reviews arguments and opinions before making judgement• Presents clear and logical arguments• Takes a systematic approach when building towards improvements
<i>Client focused</i>	<ul style="list-style-type: none">• Prioritises needs of clients and members• Aims for best outcomes for clients and members• Are outcomes focused• Follows through with commitments
<i>Culturally aware</i>	<ul style="list-style-type: none">• Respects difference in all its forms• Adapts language to aid communication• Values diversity as a strength and positively utilises diversity
<i>Ethical</i>	<ul style="list-style-type: none">• Is credible and truthful• Has integrity and principles• Reflects expected standards of behaviour and Code of Conduct

Capability Framework Streams: Tier 1

1	Community and Interagency Relations	2	Professionalism	3	Communication	4	Leadership and Teamwork	5	Resources, assets and sustainability
Networks and stakeholders		Time management		Advocacy		United vision		Revenue raising	
1.1.1	Utilises own community networks to achieve established outcomes	2.1.1	Demonstrates punctuality and meets agreed schedules and timelines	3.1.1	Actively listens to colleagues and clients and passes on relevant information accurately and appropriately	4.1.1	Maintains enthusiasm and understands own role in achieving organisational mission	5.1.1	Supports fundraising work
Community		Ethics		Written communication		Strategic focus		Financial management	
1.1.2	Contributes to staff forums and meetings and key community issues	2.1.2	Observes Code of Conduct seeks assistance with ethical dilemmas, and manages professional boundaries	3.1.2	Proves accurate written information using forms, log books and templates appropriate to the task	4.1.2	Follows work plan and prioritises key tasks	5.1.2	Assists with maintenance of financial records and works efficiently to meet established budgets
Partnerships and collaboration		Taking responsibility		Verbal communication		Team dynamics		Procurement	
1.1.3	Works collaboratively with other organisations in formal and informal partnerships to achieve client outcomes	2.1.3	Takes responsibility for work outcomes and enacts authority as defined in role statement	3.1.3	Speaks politely and explains issues and information clearly to clients and colleagues	4.1.3	Openly shares information, participates and contributes to team discussions.	5.1.3	Makes low cost purchases and achieves value for money
Knowledge of community		Problem solving		Public Speaking		Conflict management		Equipment and assessments	
1.1.4	Maintains basic awareness of current community issues and knowledge of relevant organisations	2.1.4	Demonstrates common sense, and uses established strategies to solve routine problems	3.1.4	Participates actively in staff meetings and shares information to improve work environment and outcomes	4.1.4	Considers the views of others and aims for group cohesion	5.1.4	Takes care when using and maintaining equipment and aids
Social justice		Initiative and enterprise		Interpersonal skills		Diversity/ different styles		Sustainability	
1.1.5	Demonstrates commitment to social justice and social inclusion	2.1.5	Contributes to ideas for improved ways of working	3.1.5	Demonstrates active listening and asks appropriate questions when dealing with clients and colleagues	4.1.5	Values diversity in team and supports colleagues	5.1.5	Uses resources appropriately and supports organisation's sustainability protocols

6	Service delivery	7	Program management and policy development	8	Change and responsiveness	9	Governance and compliance
Reflective practice		Policy development and implementation		Change management		Strategy	
6.1.1	Applies organisational practice models, procedures and relevant legislation when working with clients	7.1.1	Maintains awareness of policies and applies procedures to daily work activities	8.1.1	Maintains a positive approach to change and adapts to new or different ways of working	9.1.1	Achieves targets in work plans and understands links with strategic goals
Knowledge of client issues		Program development		Multi-skilling		Quality	
6.1.2	Maintains awareness of client needs	7.1.2	Performs own role and responsibilities efficiently to contribute to program and project outcomes	8.1.2	Takes advantage of opportunities for learning and growing skills	9.1.2	Ensures that own work meets the organisation's quality requirements
Client outcomes		Achieving results		Creativity and innovation		Risk management	
6.1.3	Supports clients to achieve their goals or aspirations through provision of quality service	7.1.3	Supports program and project team members to achieve defined outcomes	8.1.3	Identifies opportunities to do things better, develops ideas with others and assists with implementation of routine changes	9.1.3	Ensures that risks are identified and reported in own work context
Diversity		Contract management		Technology		WHS	
6.1.4	Demonstrates sensitivity and respect for diversity and differences in clients.	7.1.4	Records relevant data for contract administration	8.1.4	Uses technology and software applications effectively in accordance with task requirements	9.1.4	Ensures safety of self and others in work environment
Client confidentiality and		Complaints handling and		Learning and development		Legislation and compliance	
6.1.5	Respects client confidentiality and dignity	7.1.5	Records complaints and assists with reviewing feedback on program outcomes	8.1.5	Prepares own development plan in consultation with supervisors	9.1.5	Is aware of relevant legislation and licensing requirements and ensures compliance in work practices