

Position Description

Date	July 2025
Position Title	Case Manager- Sustaining Tenancies in Social Housing
Reports to	Homelessness Coordinator
Award Category	Social, Community, Home Care and Disability Services Industry Award (SCHADS) Level 4 Salary sacrifice available 30 hrs per week
Employment Terms	Permanent Part/Full time- Hours to be negotiated. 6-month probationary period applies. All employment is subject to ongoing funding.
Operating Hours	Daily operating hours are Monday to Friday between 9:00am-5:00pm Some evening work/flexibility in working hours may be required

Organisational Context

Yes Unlimited is all about investing in people and building thriving communities. We are a not-for-profit, community-based organisation and have been delivering a range of services and supports in Albury and surrounding areas for more than 40 years. Yes Unlimited is a Company Limited by Guarantee and proud to be locally governed by our Board of Directors who bring a mix of skills, experience and community perspectives to the strategic direction of our organisation. Our team are passionate about our community and believe that everyone should have access to the resources, knowledge and supports they need to thrive.

Our Purpose:

Investing in people: Building thriving communities.

Our Vision:

Future generations without homelessness by 2050

Our Values:

Here's what we think is most important at Yes Unlimited:

Clients First

- We are deeply on our client's side
- We are eternally optimistic and don't give up
- We actively support client's autonomy

Doing it Together

- We partner for impact
- We capitalize on diversity
- We build dynamic teams

Leaders in Practice

- We remain constructively discontent
- We are brutally honest with ourselves about what's working and what is not
- We are creative, innovative and purposeful in our practice
- We have unusually high expectations for ourselves and our work

Primary Purpose of the Position

The Case Manager works across the Yes Unlimited Adults and Families Team providing a range of therapeutic and case management services for adults and families who may be homeless or at risk of homelessness and/or experiencing domestic and family violence aimed at supporting them to reach their identified goals.

Accountability and Extent of Autonomy:

The Case Manager works within the parameters of this Position Description; the relevant award; the organisations Policy and Procedure Manuals and is accountable to the CEO through the Homelessness Coordinator, Adults and Families Program Manager and the Client Services Manager.

Key Responsibilities and Tasks

Area of Responsibility	Expectations & Activities
Direct Service Delivery	<p>Provide high quality case-management and therapeutic services in accordance with industry standards, funding body guidelines, and internal policy and procedures which will include:</p> <ul style="list-style-type: none"> - Comprehensive screening, assessment, and intake including providing referral and/or other appropriate support where services are unable to be provided - Drawing on clients strengths, aspirations and needs, facilitation of client involvement in the development, implementation and review of a case plan / support plan which will include clear goals and tasks to be undertaken to achieve goals - Provide ongoing safety planning, risk management, service collaboration and support that is responsive to the dynamics of domestic and family violence - Provide tailored assistance which may include: provision of information, informal counseling and personal support, family support, guidance, encouragement, practical assistance, advocacy, referral to external support or specialist services, skills development, assistance in securing/maintaining appropriate affordable accommodation, accessing social / recreational activities, etc - Actively monitor and evaluate progress towards case plan / support plan goals and facilitate a smooth disengagement from the program at the end of the support period
Program & Service	<ul style="list-style-type: none"> - Assist in evaluating and reviewing program activity in conjunction with the Homelessness Coordinator - Provide accurate and up to date information on a range of current issues to clients, staff and other government and non government organisations as required - Be aware of, and work constructively within all organisational, and related funding body guidelines - Ensure that targets and outcomes are achieved and compliance with other contractual arrangements is met - Contribute to the formulation and review of service policies and procedures

Team & Professional	<ul style="list-style-type: none"> - Actively support the maintenance of a team approach to service delivery both within Yes Unlimited and the broader network of services involved in supporting people and their families - Actively participate in agency staff meetings, team meetings, regular professional supervision, regular group processing, annual performance appraisals, professional development opportunities and other agency activities as required - Demonstrate a high degree of ethical and professional behaviour incorporating confidentiality and accountability - Maintain a flexible, client focused approach and attitude to work in line with the Yes Unlimited Model of Practice - Act as a positive role model
Organisational & Community	<ul style="list-style-type: none"> - Consult and liaise with government departments and community agencies, including other services provided by Yes Unlimited, in order to maintain appropriate professional standards of case management and case co-ordination - Develop and maintain appropriate community resources, knowledge and networks relevant to quality service provision including participation in relevant networking and interagency forums - Develop and maintain positive, collaborative relationships with all other relevant services, education and training providers and industry / businesses - Participate in activities which develop, strengthen and support the capacity of the local community to recognise and address issues relevant to the target group - Promote community awareness of Yes Unlimited and its services/programs
Yes Unlimited Culture, Values and Model of Practice	<ul style="list-style-type: none"> - Show an unreserved commitment to living the Yes Unlimited values; Clients First, Doing it Together and Leaders in Practice - Commit to developing and maintaining the Yes Unlimited Culture Agreement - Actively engage in the development and operationalizing of Yes Unlimited's Model of Practice which includes Strength Base Practice, Trauma Informed Approach and the Five Foundations
Administrative	<ul style="list-style-type: none"> - Maintain clear, confidential and up-to-date client files - Collect, input and update relevant client statistical data as required internally and by the funding body - Provide reports as required to the Client Services Manager on service activities / issues - Promptly record all critical incidents on the appropriate Incident and Accident Report forms - Maintain other administrative and financial records (ie internal communication processes, petty cash, cheque requisitions, etc) as required
Risk/Opportunity Management	<ul style="list-style-type: none"> - Identify and determine appropriate actions to address operational risk within area of responsibility in accordance with Yes Unlimited policies and procedures - Report on the management of significant emerging or residual risk.

WH&S	<ul style="list-style-type: none"> - All employees are required to comply with health and safety legislation and Yes Unlimited policies and procedures by taking reasonable care that their acts or omissions do not adversely affect their health or safety and that of other persons. Employees must report all hazards and incidents to their supervisors as soon as practically possible to ensure their own health and safety and the health and safety of others in our workplace, including contractors and third parties.
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Key Selection Criteria:

Qualifications & Experience

- Have, or be working towards the completion of, a formal qualification in Social Work, Social Welfare, or related discipline and / or prior experience in working within the community sectors
- Experience in the provision of case-management services for vulnerable adults and families particularly issues of homelessness or domestic and family violence will be a significant advantage.

Personal Qualities

- Passionate about our local community and working with people and their families.
- Strong commitment to personal and professional development
- High level of self awareness and comfort with critical reflection
- Comfort in a changing, fast paced environment with an eye on the big picture

Skills & Knowledge

- A demonstrated understanding and working knowledge of *Strengths Based* and *Trauma Informed* principles and practice
- An understanding of social issues relating to our local context
- Strong written and verbal communication skills
- Highly developed interpersonal skills including the ability to establish rapport, engage with and motivate others
- Demonstrated ability to work both independently and as part of a team toward established goals
- Sound administration skills including confidence in the use of information and communications technology

Other requirements

- Have and maintain a current driver's license, sound driving record and industry relevant Police and Working with Children clearance;
- Have and maintain a current First Aid Certificate.