WOMEN'S AND GIRLS' EMERGENCY CENTRE

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wagec.org.au

Position Description	
Title	Case Manager – Specialist Homelessness Services
Status	Full-time, permanent
Grade	SCHADS Award Level 4
Reports to	Service Manager – Jeannie's
Direct reports	None
Location	Inner West
Date approved	November 2026

Organisational Context

The Women's and Girls' Emergency Centre (WAGEC) is a non-government, not-for-profit, charitable organisation that supports clients in crisis and advocates for social change in the community. By 'client', we refer to all women (cis and trans), families and non-binary people comfortable in women-centric spaces.

We work across Sydney, on the lands of the Gadigal, Wangal and Dharug people of the Eora Nation and our activities extend across many Aboriginal nations and language groups. We seek always to work respectfully in partnership with communities and in accordance with local protocols.

For over 45 years we have been doing this work in partnership with community, business and government stakeholders. Every night, we support 200 clients impacted by homelessness, domestic violence and systemic disadvantage. Equally, we seek to address the underlying causes of gender-based violence through primary prevention activities to end gender-based violence in a generation.

Our Vision
Build a community free from gender-based violence by harnessing collective power and shaping a safer future for generations to come.

Our Purpose

We create safe spaces for women and families impacted by homelessness, domestic and family violence and systemic disadvantage. We create enduring change in times of crisis through access to safety, housing, and material support. We work with our communities to advocate social change. We are trauma-informed, culturally responsive and respectful in our practice and the design of our programs and activities. The safety and wellbeing of children and young people is at the core of WAGEC's work.

Our Values

Our values are how we show up – with passion, purpose, and allyship.

- Respect – every person matters
- Collaboration – change happens together
- Social Justice – dismantles injustice, build what's fair
- Adaptability – unlearn, relearn, grow.

Program overview – Client Services

WAGEC's Client Services department offers a range of crisis accommodation, case management and support programs for women and children who are at risk of or experiencing homelessness and/or family and domestic violence. WAGEC operates several refuges across the Inner City and Sydney West.

Position Purpose: Case Manager

WAGEC Case Managers work collaboratively with women, children, and families in our Specialist Homelessness Services (SHS) and other WAGEC programs. Case managers provide trauma-informed, strengths-based, and client-centred case management to improve clients' safety, self-sufficiency, and healing.

This role is based at one of WAGEC's Inner West Sydney sites, working mainly with women and children in short-term crisis refuge. It also includes outreach case management for women and children across the Inner City and Inner West, supporting families at risk of or experiencing homelessness and/or domestic and family violence.

The role provides responsive case management, working with clients on goals that address their immediate housing and safety needs, with a focus on child safety.

The role is responsible for supporting a caseload of approximately 12-15 cases at any one time between refuge and outreach.

WAGEC Case Managers work collaboratively across different teams and external agencies to help ensure connections to relevant services and supports.

The core responsibilities of the role are:

1. **Deliver case management services to achieve client outcomes**
2. **Maintain personal, professional and program effectiveness**
3. **Program administration**
4. **WAGEC culture**

Core Position Responsibilities

1. **Deliver case management services to achieve client outcomes**	
Key focus areas	a. Provide professional services in a comprehensive, trauma-informed, strength-based, person-centred and child safe way b. Manage safety through thorough assessments and safety planning with clients and relevant support people c. Conduct holistic, client-led case planning d. Provide direct support through information, emotional and material support related to immediate and on-going needs and building strengths

	e. Work collaboratively with Client Services staff and external services to co-ordinate case management and support continuity and integration of care for clients f. Provide referrals to internal and external services to meet client needs and goals g. Provide client advocacy internally and externally h. Conduct formal and informal client reviews to evaluate strengths, progress and emerging needs and goals i. Contribute to evaluating client outcomes by implementing client outcome measures, collecting client feedback and complaints, and contributing to service improvements j. Perform after hours On-call duties as part of a rotating roster k. Produce high quality client record-keeping, including accurate, ethical and timely case notes, safety plans, data and documentation
Performance Measures	• % Clients with case plans, case notes and required documentation • % Of clients making progress on outcomes

2. **Maintain personal, professional and program effectiveness**	
Key focus areas	a. Demonstrate appropriate inter-personal skills like active listening, empathy, social awareness, and emotional intelligence in verbal communications b. Maintain knowledge of and relationships with sector networks and partners c. Maintain awareness of emerging issues and policy environment d. Work collaboratively and independently to manage day-to-day capacity in line with prioritising workload based on client and team needs e. Perform practical support and manual handling tasks including but not limited to transportation of clients and goods, site cleanliness f. Engage in regular professional supervision, including one-on-one meetings with line manager g. Actively participate in staff meetings and learning initiatives h. Maintain a Staff Training and Development plan
Performance Measures	• % Attendance monthly supervision, team meetings • Can provide examples of collaborative and constructive client and teamwork

3. **Program administration**	
Key focus areas	i. Proactively maintain all required evaluation measures and contribute to regular reporting and data maintenance j. Maintain accurate and timely financial records within budget

	k. Submit timesheets, leave requests, and other employee administration in line with WAGEC policies and procedures l. Maintain current knowledge and daily application of relevant WAGEC policies, procedures and processes including a commitment to best practice m. Proactively raise and discuss any questions or concerns regarding practice with line manager
Performance Measures	• % Administration tasks and records are completed accurately and on time.

4. WAGEC culture (5%): proactively contribute to WAGEC's overall culture and impact	
Key focus areas	a) Work in a manner consistent with WAGEC's purpose, values, and strategy. b) Champion a culture of continuous improvement c) Apply WAGEC's values to ethical dilemmas, managing your professional and personal obligations at work. d) Maintain a strong and healthy professional identity and approach through self-care and reflective practice e) Contribute to WAGEC's overall social impact by delivering on role expectations, from time to time performing other duties as requested by your Manager and being a proactive team member.
Performance Measures	• Provide examples of personal contribution to maintaining a safe, ethical, and effective culture • Provide examples of applying our values of Respect, Collaboration, Social Justice and Adaptability in your work

Key selection criteria	
Experience	• Minimum 3-4 years' frontline experience offering services in response to domestic and family violence, homelessness, and/or other related complex needs. • Experienced in delivering trauma-informed, strengths-based, client-centred and child safe case management, including holistic client-led case planning and client reviews. • Experienced in conducting risk and safety assessments, and in discussing, documenting and maintaining effective case plans and safety plans. • Experienced in negotiating and advocating with relevant government systems such as housing, immigration, child protection, mental health, AOD, Centrelink etc, to support client agency. • Experienced in case co-ordination and in referring clients to internal and external services.

	• Experienced in supporting clients in crisis situations, engaging de-escalation/conflict resolution processes. • Experience managing power dynamics and personal boundaries when working with clients in residential settings • Experienced in maintaining accurate, timely case notes, data and documentation, and in collecting client outcome measures. **Desirable:** • Experience working in a Specialist Homelessness Services (SHS) including crisis accommodation, transitional housing, drop-in and/or outreach environments, domestic and family violence support. • Experience supporting clients in shared living arrangements, including movements in and out of a refuge or transitional housing site. • Experience working on an after-hours on-call roster. • Experience working with children and young people impacted by domestic and family violence. • Knowledge and use of CIMS client database.
Required skills	• This role requires resilience, as it involves being exposed to disclosures of sensitive information which may include child sexual abuse, domestic violence and child protection issues. • Ability to work in an inclusive, culturally responsive, safe and respectful way with Aboriginal and Torres Strait Islander peoples, people from migrant, refugee and culturally diverse backgrounds, LGBTIQA+ communities, people with disability and neurodivergent people. • Ability to assess risk, manage safety and develop safety plans with clients and their support people. • Ability to respond to clients in crisis, using de-escalation and conflict resolution skills. • Skills in client-led case planning, client reviews and evaluating client outcomes. • Strong advocacy and negotiation skills, able to work with government and community services to support client agency. • Ability to collaborate and co-ordinate care with colleagues, teams and external agencies. • High level written communication, research and technology skills (e.g. MS Office, TEAMS), including accurate record-keeping and data entry in client databases. • Highly developed interpersonal skills, able to adapt communications to engage a variety of stakeholders.

	• Excellent time management and organisation skills, able to manage a caseload of approximately 12-15 cases and prioritise own workload to meet deadlines. • Ability to work independently and exercise sound judgement, including when performing after-hours on-call duties as part of a rotating roster. • Physical capacity to perform practical support and manual handling tasks, including transporting clients and goods and maintaining site cleanliness. • Basic financial administration skills, able to maintain accurate and timely financial records within budget. • Commitment to reflective practice, regular professional supervision, self-care and ongoing professional development. • Understanding of child safe practice and the obligations to respond to and report child protection concerns.
Preferred knowledge	• Intersectional feminist analysis to understand homelessness, disadvantage, and gender-based violence. • Thorough understanding of how to offer services in a trauma-informed, client-centred, strengths-based manner. • Understanding of the causes and impacts of vicarious trauma, self-care strategies and a commitment to workplace safety. • Good knowledge of NSW and government service systems, community, and inter-agency services and referral pathways, including housing and homelessness pathways. • Knowledge of the legislative and policy environment relating to specialist homelessness services, domestic and family violence and child protection, and awareness of emerging issues. • Compassionate to the needs of women and families at-risk in the community. • Strong communication skills, able to adapt methods of communication and work in culturally respectful ways. • Able to build effective working relationships with various stakeholders. • Solid administration and technical skills, able to learn and use online systems to maintain client data, contribute to organisational, team and individual communication, evaluation and reporting. • Maintains professionalism, respect, and accountability working in teams, individually and with all stakeholders.

Qualifications / licences	• Qualifications and/or equivalent experience in youth work, social work, education, psychology, community services or other relevant fields. • Working with Children Check • NSW Drivers licence is required for this role • Criminal record check clearance. Having a criminal record does not automatically exclude you from this role. Please discuss your situation with us confidentially.

General employment conditions

All WAGEC employees, volunteers, students and contractors are required to:

- Understand and adhere to WAGEC's vision, purpose, values and ethical stance
- Proactively and positively contribute to WAGEC's culture and impact
- Work in accordance with WAGEC policies and procedures
- Demonstrate respectful and culturally appropriate ways of working
- Comply with all Workplace Health and Safety systems and practices
- Maintain a valid NSW Working with Children Check and comply with all WAGEC child safeguarding and protection measures
- Comply with relevant NSW legislative requirements.

WAGEC is entitled to employ only female, female-identifying, and non-binary staff, due to the nature of our service, under the Anti-Discrimination Act, 1977 (NSW) Section 31.

This role may be required to lift moderately heavy items on occasion.

WAGEC is a child safe organisation and committed to the safety, wellbeing, and empowerment of all children that we engage with in our services and community. We have a whole organisation approach to upholding children's rights and striving to prevent all forms of harm, abuse and neglect for children and young people.

I understand and agree to the responsibilities and terms of this Position Description:

Employee Name	
Employee Signature	Date:
Manager Name	
Manager Signature	Date: