

**Case Coordinator, Toora Women Domestic Violence and Homelessness Service**

Full-time Monday to Friday, 76 hours per fortnight.

ACT Community Sector MEA Level 5/6 - \$88,760 to \$101,250 per annum, plus super and salary packaging.

**ABOUT TOORA:**

Toora Women is a dynamic and compassionate organisation dedicated to providing gender-specific homelessness services to feminine-identifying people in the ACT. Our purpose is to create a safe and supportive environment for women, providing essential services and fostering community connections. At our heart we are a crisis and transitional homelessness provider, but we work across the intersections of domestic violence, corrections, mental health and substance dependency.

**ABOUT THIS POSITION:**

The Case Coordinator provides direct service delivery and ensures quality outcomes to women, with or without children, who are homeless or are at risk of homelessness. This includes the provision of safe and secure crisis and transitional accommodation and outreach support, and comprehensive case management to address key areas of the client's health and other needs. The Case Coordinator will assist clients to develop critical analysis of their circumstances and to achieve change in their interpersonal environment and broad social conditions.

**KEY RESPONSIBILITIES AND CAPABILITIES:**

- Provide crisis, transitional and outreach support to women who are accessing TDVHS within a case management framework, including developing case management plans.
- Plan, coordinate and facilitate women's groups and projects, including budgeting and allocation of resources, as directed.
- Demonstrated capacity to work with challenging behaviours and crisis situations.
- Be committed to providing quality programs and excellent services and support that represent leadership and innovation.
- Well-developed communication skills with an ability to adapt communication to suit diverse stakeholders
- Able to build strong relationships and work cooperatively, identifying and overcoming barriers to collaboration.

Ability to stay calm under pressure and manage own emotions even in difficult situations.

- Resilient and adaptable, able to respond to challenges in a positive manner and be flexible to change.
- Computer skills in Microsoft Office.

**ESSENTIAL QUALIFICATIONS & EXPERIENCE**

- Experience with working with homeless women with high and complex needs, particularly with alcohol and drug dependencies, mental health concerns, sexual assault, domestic violence, incarceration, and women from diverse backgrounds.
- Bachelor level qualification in relevant fields Social Work, Social Science, Health or Psychology and minimum 3 years sector experience; OR
- Diploma in relevant field (eg. Community Services, AOD or Mental Health) and minimum 5 years sector experience.
- Possess a valid ACT Working with Vulnerable People registration and a satisfactory National Police Check.
- Possess a current driver's license and be willing to drive.

#### CONTACT FOR MORE INFORMATION

For additional information please contact the Katie Hancock, People and Culture Manager using the subject line: Case Coordinator – TDVHS.

#### HOW TO APPLY

Please send a copy of your resume and cover letter outlining your suitability for the role to Toora People and Culture via email at [peopleandculture@toora.org.au](mailto:peopleandculture@toora.org.au) by April 26th 2024

Women only applicants please as per section s 34(1) of the Discrimination Act 1991. Aboriginal, Torres Strait Islander, and CARM women are encouraged to apply.