

POSITION TITLE	Tenancy Assistance Program (TAP) Case Manager		
POSITION OVERVIEW	The TAP Case Manager plays a key role in supporting individuals and families who are at risk of homelessness or facing eviction. This position will manage a caseload, provide tailored tenancy support, advocacy and referral pathways for individuals and families. The role aims to improve housing stability, address barriers to secure accommodation and ensure tenants are linked to essential services.		
CLASSIFICATION	SCS Level 4	SERVICE AREA	Mental Health
EMPLOYMENT STATUS	☒ Full time ☒ Part time ☐ Casual		HOURS PER WEEK 30/38 hours
LOCATION	Bowes Place		
IMMEDIATE MANAGER	Team Leader Tenancy Assistance Support & Service Navigation		
INDUSTRIAL AGREEMENT	Woden Community Service Limited Enterprise Agreement 2024		
REPORTING RELATIONSHIPS			
NO OF DIRECT REPORTS	0	NO OF INDIRECT REPORTS	0
KEY RELATIONSHIPS			
INTERNAL	TAP Staff, Mental Health Leadership Team, Mental Health staff, Care Finder staff, Community Access teams, Social Enterprise teams and Child, Youth and Family teams.		
EXTERNAL	Housing ACT, Real Estate Agents, Tenancy Support Educative Services, Community Services Providers, mainstream supports.		
KEY ACCOUNTABILITIES			
Tenancy Support and Case Management • Provide case management tenancy support to individuals and families experiencing or at risk of homelessness, focusing on referrals and advocacy. • Develop individualised support plans, in consultation with participants, to address immediate needs and long-term housing stability. • Mediate with landlords, housing provides and legal services to prevent evictions. • Assist participants in understanding and navigating the private rental market, social housing options and tenancy rights. • Provide referrals to appropriate community services such as mental health, financial counselling, employment and legal support. • Where appropriate, contribute to multi-disciplinary meetings to advocate and support participant's needs review. Stakeholder Engagement and Collaboration • Build and maintain relationships with housing providers, support agencies, government bodies and community organisations.			

- Participate in interagency meetings, forums and workshops to represent the organisation's interests and advocate for the needs of clients.
- Collaborate with external services to ensure participants receive integrated and comprehensive support.

Standard Requirements

- Maintain accurate case notes and other relevant information and participate in reporting processes.
- Maintain confidentiality and privacy standards.
- Regularly evaluate personal performance and actively seek opportunities to develop professionally and personally. Engage in the ongoing improvement of own knowledge and skills through training and reflective practice.
- Actively participate in staff/team meetings, organisational activities and various community events.
- Contribute as an effective team member by sharing information, supporting and assisting colleagues in a proactive manner to meet organisational goals and timeframes.
- Perform other duties as directed by the manager.
- Ensure your safety, the safety of the community, service users and your colleagues by following the WCS Work Health and Safety Policy and Procedures at all times.
- Foster a culture where everyone is valued, respected and recognised by applying workplace diversity and equity principles.
- Apply National Principles for Child Safe Organisations, as applicable for the role.

EXPERIENCE & QUALIFICATIONS

Essential

- Relevant qualifications in Social Work, Community Services, or a related field.
- Demonstrated experience working with vulnerable individuals within a community outreach setting.
- Strong understanding of housing options, tenancy rights, mortgagee supports, and homelessness services.
- Excellent communication, advocacy, mediation and negotiating skills.
- Ability to work effectively with a diverse range of stakeholders, including participants, landlords, and service providers, including the ability to build rapport and maintain positive working relationships.
- Strong organisational skills, with the ability to manage multiple priorities and meet deadlines.
- Demonstrated ability to work with limited supervision.
- ACT Working with Vulnerable People registration.
- National Police Check.
- Demonstrated understanding of professional boundaries, privacy and confidentiality.

Desirable

- Demonstrated experience of at least 1 year in providing tenancy support or housing services to vulnerable participants.
- Knowledge in knowing the community and mainstream support landscape for vulnerable people.

	• Knowledge of the Residential Tenancies Act and other relevant housing legislation. • Experience working in a trauma-informed care framework. • Experience with client management systems and case management software.
Other	• Ability to work outside normal business hours if required. • Demonstrate at all times commitment to WCS' Purpose and Values, and follow the WCS Code of Conduct. • Ongoing employment is subject to a satisfactory Police check and maintaining a current ACT Working with Vulnerable People registration.

Document History	Original: September 2024 Revised: September 2025		Version: V3	
Employee's name		Signature		DATE