



MHACA

Mental Health Association of Central Australia

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POSITION: Housing and Homelessness Case Worker
SALARY LEVEL: \$88,986.55 – \$93, 654.83 (MHACA EBA/SCHADS Level 4) + 11.5% super
POSITION HOURS: 38 hrs a week. Fulltime and ongoing.
TEAM: Housing and Homelessness
REPORTING TO: Housing and Homelessness Manager
LOCATION: Alice Springs, onsite at MHACA
POSITION REVIEWED: July 2025

ABOUT MHACA

We are a leading Northern Territory community-managed organisation offering psychosocial support services, NDIS services, suicide prevention training and health promotion initiatives aimed at enhancing the mental health and wellbeing of people living in Central Australia. We specialise in psychosocial recovery and mental health promotion with a strong community presence and reputation.

OUR VALUES

BELONGING: Connection - Relationships - Community - Collaboration

HOPE: Optimistic - Courage - Goals - Change

RESPECT: Listen - Kindness - Fairness - Inclusive

HONESTY: Trust - Integrity - Transparent - Accountable

ABOUT THE ROLE

ROLE DESCRIPTION	<ul style="list-style-type: none">• The Housing and Homelessness Case Worker will support people who live with mental health challenges who are homeless or facing homelessness to access safe and secure accommodation.• The Case Worker will help people to sustain tenancies through advocacy, case management, financial planning, living skills education and referrals to other services.• The Case Worker will utilise a strengths-based, culturally appropriate and trauma informed approach to identify participant goals and develop support plans.
TEAM DESCRIPTION	<ul style="list-style-type: none">• MHACA's Housing and Homelessness Team advocates for safe, secure, and affordable housing, and the need for adequate support for tenants with mental health challenges.• The Housing and Homelessness Team aims to facilitate a stable housing environment that fosters the participant's mental health recovery.• The Housing and Homelessness team deliver two programs, the Tenancy Sustainability Program and Housing and Psychosocial Support program.

Mental Health Matters

	<ul style="list-style-type: none"> • The team works collaboratively with other service providers to provide coordinated supports that increase the wellbeing of participants.
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RESPONSIBILITIES

ROLE RESPONSIBILITIES	<ul style="list-style-type: none"> • Work with individuals whose tenancy is at risk by supporting them to build skills and the knowledge necessary to maintain long-term stable tenancies. • Support those experiencing homelessness to access appropriate housing. • Utilise a strengths-based, culturally appropriate and trauma informed approach to identify participant goals and develop support plans. • Conduct assessments and implement referrals to services both within and outside of MHACA. • Work with individuals to manage tenancy issues such as financial arrears, property standards, anti-social behaviour, and adherence to the conditions of the tenancy agreement. • Create and maintain up to date detailed case notes, support plans and reports. • Collaborate with other community partner organisations to achieve the participant's recovery goals. • Advocate on behalf of program participants and negotiate with Government and non-Government services, landlords, co-tenants, and other housing providers. • Attend internal and external meetings and advocate on behalf of MHACA as required by the Programs Manager.
GENERAL RESPONSIBILITIES	<ul style="list-style-type: none"> • Work in accordance with MHACA's strategic direction and uphold our values. • Work directly with and advocate for the interests of MHACA participants, some who have complex histories and behaviours. • Undertake professional development in line with MHACA's Learning and Development Framework. • Represent and promote MHACA in the wider community. • Any other duties which may reasonably be expected in relation to the role.
WORK, HEALTH & SAFETY QUALITY ASSURANCE	<ul style="list-style-type: none"> • Be a member of MHACA's Quality Committee and Work Health Safety Committee. • Work in accordance with the WHS Act, National Standards, Regulations, MHACA Frameworks of Practices, MHACA Policies and Procedures. • Actively participate in the organisation's quality, safety and risk management systems. • Identify and report hazards and risks and engage in organisational WHS activities. • Take reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts and omissions in the workplace.

	<ul style="list-style-type: none"> This role is based in an office environment and requires sitting and standing for extended periods of time. Some manual handling of items under 10kg may be required.
VALUES & BEHAVIOURS	<ul style="list-style-type: none"> Conduct all work in line with MHACA values which are: BELONGING: Connection - Relationships - Community - Collaboration HOPE: Optimistic - Courage - Goals - Change RESPECT: Listen - Kindness - Fairness - Inclusive HONESTY: Trust - Integrity - Transparent – Accountable Adhere to and apply strict confidentiality practices and guidelines to all participant, staff and organisational sensitive information.

SELECTION CRITERIA (QUALIFICATIONS & ATTRIBUTES)

ESSENTIAL	<ul style="list-style-type: none"> Qualifications in mental health, health, social, community services and/or commensurate work experience in these areas. Demonstrated experience in working with participants with case management or in a support setting. Demonstrated understanding of tenancy management and homelessness sector. Experience in developing and maintaining effective stakeholder relationships. Excellent communication, time management and organisational skills. Ability to work within a team environment and independently. Experience in working in a cross-cultural setting or a demonstrated understanding of the principles of cultural safety and cultural competence. Proficient in using Microsoft Office (Outlook, Microsoft word etc.) and capacity to learn the client management system SHIP Hold a Current NT Driver's License.
DESIREABLE	<ul style="list-style-type: none"> An awareness of the key issues faced by people living with mental health challenges.

EMPLOYMENT BENEFITS

- Competitive, above award wage salary + super
- Generous salary packaging
- 6 weeks' annual leave and leave loading
- 11 days of personal leave
- Annual Wellbeing Allowance of \$400

APPOINTMENT CONDITIONS

- Employment with MHACA is conditional on providing or being able to obtain prior to commencement of employment; a current NT Driver’s License, a Satisfactory Criminal History Check, a NDIS Worker Clearance and Ochre Card if required.

Position Description Authorised



Chief Executive Officer (July 2025)

TO APPLY

Please send a copy of your resume with a cover letter addressing the selection criteria to hr@mhaca.org.au

ACKNOWLEDGEMENT		
I have received a copy of the Position Description and have read and understand its contents:		
----- Employee Name (please print)	----- Employee Signature	----- Date
----- Supervisor Name (please print)	----- Supervisor Signature	----- Date