

# David Anthony Pfeiffer

## Dedicated to Housing, Safety, and Wellbeing

Experienced and dedicated Social Worker committed to supporting individuals and families facing homelessness, trauma, and complex challenges.

### STRENGTHS AND QUALIFICATIONS

---

Compassionate and resourceful Social Worker with 14 years' experience delivering case management, crisis intervention, and rehabilitation support. Proven advocate for vulnerable clients navigating homelessness, mental health, and substance use challenges.

Skilled at designing and delivering personalised, trauma-informed support plans focused on client strengths. Experienced in comprehensive needs assessments, realistic goal-setting, and outcome tracking to drive real progress.

Exceptional crisis de-escalation skills combined with empathetic client support. Adept at linking clients to essential resources—housing, healthcare, mental health—and collaborating with multidisciplinary teams to meet complex needs.

Strong communicator and relationship-builder with government, non-profits, and community partners. Committed to social justice and policy advocacy to support marginalised populations.

### EMPLOYMENT HISTORY

---

#### **NEAMI National — Partners in Wellbeing — Senior Practice Leader**

October 2024 – July 2025

Partners in Wellbeing offers mental health and wellbeing support via phone to individuals and small businesses across Victoria, focusing on counselling, financial advice, and business support to reduce stress and financial strain.

Led staff supervision and coaching, managed rostering and coordination, liaised with stakeholders, built organisational networks, and facilitated workshops and presentations.

#### **NEAMI National — Wadamba Wilam — Senior Practice Leader**

August 2023 – October 2024

Wadamba Wilam provides intensive outreach case management support to Aboriginal clients facing mental illness, poor social and emotional wellbeing, and homelessness.

Provided leadership and supervision to staff while building strong partnerships with key stakeholders, consortium partners, and Aboriginal community-controlled organisations. Actively contributed to team development, regional leadership, and recruitment processes. Maintained a small caseload, delivering culturally safe, trauma-informed, and person-centred support to First Nations peoples in the community.

## **NEAMI National — Northern Housing Pathways**

August 2021 – August 2023

The Northern Housing Pathways is a consortium partnership between NEAMI, Haven Home Safe, and Northern Health, focused on transitional housing support and housing related discharge planning for patients of the Northern Psychiatric Unit.

Delivered assertive case management and psychosocial rehabilitation to clients in both inpatient and community settings, supporting individuals with complex trauma, substance use, or forensic histories. Assisted transitional housing residents and inpatients to achieve housing and recovery goals through crisis management, motivational interviewing, coaching, life skills development, and targeted advocacy.

## **Haven Home Safe — Transitional Housing Tenancy & Property Manager**

August 2019 – August 2021

Oversaw tenancy and property operations for transitional housing, including sign-ups, rent management, maintenance coordination, and asset oversight. Represented HHS at VCAT Residential Tenancy List hearings, managing compliance, orders, and warrants. Maintained accurate, confidential records while supporting tenants to sustain housing and navigate their obligations.

## **Haven Home Safe — Initial Assessment & Planning**

August 2016 – August 2019

Delivered comprehensive support to homeless individuals using the Opening Doors Framework. Assessed needs, facilitated crisis accommodation access, and connected clients to private and community housing.

## **Banyule Housing Support Group — Housing Case Manager**

February 2016 – August 2016

Managed client-directed support and exit plans for individuals in transitional housing, focusing on housing stability, wellbeing, and independent living. Supported clients to access private rental options, advocated directly with the Office of Housing, and maintained strong referral networks with local community organisations and support services.

## **Mind Australia — Peer Recovery Community — Case Manager**

December 2014 – March 2015

Delivered on-site case management and rehabilitation support to PRC residents through motivational interviewing, recovery-focused goal setting, and life skills training. Assisted with daily living activities, medication supervision, and encouraged engagement in therapeutic interventions.

## **HomeGround Services — Social Housing Advocacy & Support Program — Case Manager**

July 2013 – September 2014

Delivered assertive outreach case management to public housing tenants, supporting tenancy sustainability through assessments, screenings, and outcome-focused planning. Advocated with Office of Housing, attended case conferences, and represented clients at VCAT for sustainable housing outcomes.

## **Tenants Union + Tenant Advice & Advocacy Service — Tenant Advocate**

January 2012 – June 2013

Provided statewide paralegal advice to tenants in Brisbane's Inner North, ensuring understanding of Residential Tenancies Act rights and responsibilities. Advocated with landlords and agents, prepared tenants for QCAT, and led community education efforts.

### **CORE SKILLS**

---

#### **Exceptional Interpersonal Skills**

Skilled at building trust and rapport with diverse individuals, including those with trauma histories. Builds culturally safe, collaborative relationships that promote engagement and behavioural change.

#### **Advanced Digital Proficiency**

Proficient in case management software, data reporting, and digital communication platforms to enhance service delivery and efficiency.

#### **Commitment to Social Justice**

Dedicated to equity, self-determination, and dismantling systemic barriers. Passionate about building safer, fairer communities through strengths-based practice and advocacy.

#### **Strong Strategic and Operational Capability**

Analytical and strategic planner with experience converting complex needs into actionable, outcome-driven strategies. Skilled at managing priorities, leading teams, and delivering culturally responsive services under pressure.

### **PROFESSIONAL EXPERIENCE**

---

With over 14 years supporting disadvantaged individuals, David specialises in housing, advocacy, case management, and crisis intervention. He empowers clients toward stability and self-determined goals, grounded in a strong understanding of systemic and personal challenges.

As a Tenant Advocate, he provided statewide paralegal advice under the Residential Tenancies Act, advocated with landlords and agents, and represented clients at QCAT to secure fair outcomes.

At NEAMI National, as a Housing Pathways Worker, David supported transitional housing tenants via assertive outreach, comprehensive assessments, caseload management, and strengths-based planning. He liaised with the Office of Housing, attended case conferences, and represented clients at VCAT.

David is committed to culturally safe, trauma-informed practice, respecting the resilience of Aboriginal and Torres Strait Islander peoples. He values community-led approaches that uphold cultural identity, healing, and self-determination.

## CAREER DEVELOPMENT

---

### **Multi-Agency Risk Assessment and Management (MARAM) Training**

Specialist training in identifying, assessing, and managing family violence risk. Skilled in collaborating across agencies to promote accountability, support behavioural change, and ensure safety for all parties.

### **Case Management Best Practices**

Training in assessment, goal setting, intervention, and evaluation to deliver tailored, outcome-focused client support.

### **Maximising Client Engagement & Working with Complex Clients**

Training focused on building trust, understanding client needs, and tailoring strategies to engage clients with complex challenges.

### **Motivational Interviewing Techniques**

Certified in motivational interviewing at Wodonga TAFE, empowering clients to explore their own motivations and drive positive behavioural change.

### **Certificate IV in Advocating for Clients**

Accredited training with the Tenants Union QLD, demonstrating strong client representation and rights advocacy skills.

### **Conflict Resolution**

Training in mediation, conflict resolution, and de-escalation techniques for effective dispute management.

### **Cultural Competency Training**

Ongoing development through workshops with the Koori Heritage Trust and Wanyaari, fostering culturally sensitive and appropriate support for Aboriginal and Torres Strait Islanders clients.

### **Legislative Knowledge for Client Advocacy**

Targeted training on relevant legislation from Tenants Union QLD to enhance client advocacy.

## EDUCATION

---

### **Bachelor of Social Work**

University of Queensland, 2011

Grounded in theoretical frameworks and best-practice social work principles, David's academic training complements over a decade of practical experience addressing complex social issues and supporting individuals and families in need.

## AREAS OF EXPERTISE

---

### **Housing Support**

Proven expertise in client-centred case management and advocacy for individuals and families facing homelessness or housing instability. Skilled in assessments, tailored support plans, and navigating complex housing systems to secure sustainable outcomes.

### **Trauma-Informed Care**

Deep understanding of the effects of trauma on individuals and communities. Committed to trauma-informed care that fosters healing, resilience, and cultural safety.

### **Community Engagement**

Skilled in building collaborative partnerships with community stakeholders, service providers, and Aboriginal-led organisations. Experienced in facilitating workshops, forums, and interagency meetings to promote shared goals.

### **Crisis Intervention**

Experienced in crisis response, offering immediate support, de-escalation, and risk assessment. Skilled in coordinating interventions prioritising client safety and wellbeing.

## PRACTICE HIGHLIGHTS

---

### **Client-Centred Outcomes**

Proven success supporting clients to achieve sustainable, positive outcomes—including securing stable housing, improving wellbeing, and enhancing autonomy—through strengths-based and trauma-informed approaches.

### **Collaborative Partnership**

Demonstrated ability to cultivate strong, purpose-driven relationships across sectors, contributing to coordinated, client-focused responses that address complex social challenges effectively.

### **Advocacy and Systems Impact**

Committed to advancing healing-focused, culturally safe responses to family violence by recognising the impacts of colonisation and intergenerational trauma. Brings a frontline perspective to policy and system reform, supporting self-determined, community-led change.