

POSITION: Case Manager – Homes First
REPORTS TO: Homes First Team Leader
DATE CREATED: March 2025

ORGANISATIONAL ENVIRONMENT

MCM (Melbourne City Mission) is a leading community services organisation that innovatively works alongside thousands of Victorians and their communities to overcome barriers experienced through Homelessness, Early Years, Disability, Palliative care and Education.

With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage.

Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way.

JOB CONTEXT

Homes First is an innovative five-year program based across the Local Government Areas of Brimbank-Melton and Hume Merri-Bek regions.

During the COVID-19 pandemic, the From Homelessness to a Home (H2H) program was implemented as a landmark investment in scaling up a program based on Housing First principles. As part of the 2023-24 State Budget, funding was allocated to the Sustained Solutions for Housing First To End Rough Sleeping to embed Housing First principles as a feature of the Victorian homelessness system. Under the 2023-24 State Budget, \$48 million over 4 years has been allocated to continue the H2H program under a revised service model to be known as the Homes First program.

Homes First is one of a suite of programs to support people sleeping rough and experiencing persistent homelessness. Our support model includes allied health, specialist housing, assertive outreach, therapeutic supports, early intervention & prevention services, legal, education and employment support.

The role of case management includes coaching support and aims to provide people with the necessary skills to increase their independence and develop robust and dynamic lasting connections to community that assist them with the transition to the next stage in their life.

The program reflects MCM's Core Values, which are, Together, Accountable, Courageous, Curious and Open. The service delivery is founded on the organisations Healing Oriented Framework (HOF) and places healing at the centre, understanding individuals within the context of their lives and the systems they live within and are impacted by.

JOB PURPOSE

The Case Manager is a maximum term contract role (2 years) within the Homes First program that is responsible for the provision of high quality intensive goal directed support and case management and assertive outreach to people who are experiencing homelessness who may also have complex needs.

The role, as part of a multidisciplinary support team, aims to provide intensive and holistic support to achieve housing stability and broader goals. This includes providing referral support for people to deal with any barriers they are facing.

Service delivery will be consistent with MCM's Healing Orientated Framework, and trauma informed practice.

JOB OBJECTIVES

Duties of this role may include but are not limited to the following:

- Effectively manage a caseload and develop advanced goal directed case planning and crisis interventions to meet the needs of people presenting with multiple and complex needs, including risk assessments and safety plans.
- Assist people with complex needs to access ongoing accommodation options, particularly supported accommodation, family reconciliation, private rental, shared housing and social or transitional housing in accordance with the caseplan.
- Facilitate access within the multi-disciplinary team to relevant specialist support services, including health, mental health, AOD and therapeutic interventions and where appropriate, external services in accordance with the caseplan.
- Maintain up to date knowledge of MCM's programs and relevant external service providers to ensure an integrated service response to people.
- Implement case plan meetings and participate in service coordination.
- Deliver high quality intake, assessment and referral processes.
- Utilise secondary consult for assistance with complex clients.
- Participate in meetings, debriefing, supervision, training, and forums. This may involve flexibility to attend outside usual working hours, as agreed with the Team Leader.
- Maintain accurate files, case notes and databases using relevant platforms and system in a timely manner.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards. All employees are required to comply with the Child Safe Standards.
- Contribute to an environment that will disrupt disadvantage for people through utilising a healing orientated practice model that proactively responds to people who have experienced adverse experiences.
- Undertake ongoing training and professional development.
- Perform other duties and responsibilities, as directed by their line manager.

POSITION AUTHORITIES

Direct reports:	NIL
Indirect reports:	NIL
Operating expenditure:	As per delegations of authority

Capital expenditure: As per delegations of authority
Other: Not Applicable

KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations, and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

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|-------------------------------|---|
| Internal Relationships | <ul style="list-style-type: none"> • Employees from Youth and Family Homelessness Services • Employees from other programs from MCM |
| External Relationships | <ul style="list-style-type: none"> • Primary and allied health providers • Mental Health Service Providers • Alcohol and Other Drugs (AOD) Service Providers • Open Doors Access Points • Specialist Family Violence Service Providers |

KEY SELECTION CRITERIA

Essential:

- Bachelor's qualification in social work/community work or other related field.
- Demonstrated experience working within a case management framework with people with complex support needs.
- Understanding of mobile, street based and assertive outreach support and interventions.
- Understanding or experience working with people at risk of experiencing homelessness, including knowledge of healing-oriented trauma informed approaches.
- An extensive understanding of the homelessness service system with knowledge of patterns, trends, systemic issues, and principles in working with people.
- Knowledge on the impact of abuse and trauma on development in order to meet clients' needs in a developmental, individualised way.
- Provide tailored and appropriate responses to people who are from culturally and linguistically diverse backgrounds
- Regular travel between MCM West (Braybrook) and North (North Fitzroy) sites is required.
- Proficiency in planning and report writing independently and can demonstrate the ability to coordinate or network with other stakeholders for their implementation or follow up.
- Capacity to work effectively both independently and as part of a multidisciplinary team, demonstrate accountability and willingness to take direction.
- Ensure services are delivered within the framework of MCM's policies and procedures, practice framework, legislative requirements and meet the relevant standards. All employees are required to comply with Child Safe Standards.

- Computer literacy, including proficiency in Microsoft Office and client databases.
- Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employee), current Victorian Drivers Licence, and the right to work in Australia.

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Child Safety & Safety of Vulnerable People

MCM is a Child Safe Organisation. We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse, and neglect. All employees are required to comply with the Child Safe Standards.

Workplace Health & Safety:

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and people who use our services and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and people who use our services who may be affected by your acts or omissions in the workplace.

Operational Accountability:

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

COMPLIANCE

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- All employees are subject to MCM's Employment Safety Screening Procedure.

LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
PARTNERSHIPS	<p>People at the Centre We do our best work when we understand the people we serve and enable them to direct their own lives, demonstrating unconditional positive regard. We partner with others to provide access to what they need locally.</p>
PARTNERSHIPS	<p>Collaboration & Cooperation Seeks to find the right solution for all. Stays connected and works together with colleagues and the people who use our services to achieve great things.</p>
PARTNERSHIPS	<p>Credibility & Integrity Establishes credibility and trust in the eyes of clients, colleagues, regulators, funders, and partners. Is recognised being principled and as having expertise as a leader.</p>
REPUTATION	<p>Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for the people who use our services and our colleagues.</p>
REPUTATION	<p>Disrupting Disadvantage Promotes fairness and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.</p>
REPUTATION	<p>Doing Our Best Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.</p>
PEOPLE	<p>Resilience & Bounce Back Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to setbacks and disappointments.</p>
PEOPLE	<p>Wins Hearts & Minds Contributes to an environment where people want to do their best work and show commitment to the One MCM Purpose and Philosophy.</p>
PEOPLE	<p>Builds Capability & Realises Potential Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.</p>

PEOPLE **Safety First**
Always puts safety first. Creates a safe, healthy, and caring workplace that is expressed in all operational activities and interactions with others.

OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

Together We are inclusive and accepting of difference.
We work in highly effective teams and our people are connected across our organisation.
We engage proactively with others to deliver outcomes.

Courageous We speak up constructively in line with our convictions.
We pursue our goals with determination.
We are passionate about our advocacy role.

Curious We are inquisitive and ask why.
We challenge the status quo.
We actively explore the alternatives.

Open We are transparent and have genuine, honest interactions.
We listen and hear people's voices.
We value and respect the autonomy of clients.
We trust one another.

Accountable We act safely in all our interactions.
We manage within our financial and resource boundaries.
We own our outcomes and decisions.
We are proud of the work that we do.