

POSITION: Case Manager
REPORTS TO: Manager Better Futures
DATE UPDATED: February 2021

ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a diverse community support organisation that supports thousands of Victorian people and communities to overcome barriers and disrupt disadvantage to live their life, their way.

As a service provider Melbourne City Mission's work is focussed on supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission's service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care. Our Healing Oriented Framework guides us in our trauma informed knowledge to enhance trauma responsiveness across all programs and deepens the capacity of teams and services in complex environments to provide healing oriented care.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

JOB CONTEXT

The Homelessness portfolio forms part of the homelessness, Just and Family Services Division. The Division works with four major conceptual domains of service delivery: They include:

- Early Intervention (Youth & Family)
- Integrated Responses (Frontyard Youth Services)
- Homelessness Services (including Lead Tenant)
- Justice Program

Better Futures is a new approach to improving outcomes for young people transitioning from care to supported independence. The Case Manager Better Futures will provide a flexible, individualised and responsive service to young people age 16-21 who are or have previously been in out of home care.

The objective of the program is to provide tailor support in line with the Better Futures Practice Framework to eligible young people to achieve their goals towards independence.

JOB PURPOSE

The Case Manager Better Futures sits within the Homeless, Justice and Family Services Portfolio and is responsible to provide flexible and holistic support to young people who are or have been in out of home care.

The role will be responsible to engage and support young people to achieve outcomes by providing a level of support offered as part of Better Futures Framework. The level of support will be dependent upon the circumstances of the young person and the capacity as established through intake. Support

available through Better Futures is provided in the context of the young person's current care status or when the young person has left care. The Better Futures Case Manager will be required to work with young people in all levels of support.

JOB OBJECTIVES

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

- To provide flexible, holistic and tailored support in line with the Advantage Thinking Framework.
- Develop and support eligible young people with individual support plans as per the Better Futures guidelines.
- To work within the required funding framework, program guidelines and to comply with statutory requirements where required.
- To accurately complete and maintain all necessary records, reports, case notes and outcomes in accordance with the funding contracts and best practice guidelines.
- To promote and represent the Better Futures Program at forums, networks, local community agencies.
- To administer brokerage as approved in line with the Better Futures guidelines.
- Participate in meetings, debriefing, supervision, training, and forums.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.
- Perform other duties and responsibilities, as directed by the Manager of Better Futures or delegate.

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:

Internal Relationships	• TILA and leaving care Team Members
	• Homelessness, Justice and Family Services Team Members
	• Employees from People and Culture
	• Employees from Share Services
External Relationships	• Department of Health and Human Services (DHHS)
	• Community Services Organisations (CSO)
	• Better Futures Consortium Partners

KEY SELECTION CRITERIA

Essential:

- A degree in Youth Work/Social Work/Community Development or similar.
- Demonstrated case management experience, preferably within the youth sector.
- Demonstrated capacity to provide effective case management support to young people in out of

home care services specifically kinship, foster care, residential and lead tenant services.

- Knowledge of the issues that contribute to trauma and disengagement experienced by young people in out of home care.
- Demonstrated knowledge and experience working within a care team with key community agencies and DHHS services such as Child Protection to support current and previous statutory young people who require a range of specialist support
- Demonstrated capacity to develop effective links and partnerships with local communities, networks and local government.
- Knowledge of DHHS systems, legislation and ability to comply with DHHS standards.
- Demonstrated ability to relate to and work with culturally and linguistically diverse communities and young people experiencing disadvantage.
- Ability to work within a team and with minimal supervision.
- Skills in administration, data entry and report writing.
- An understanding of the requirements for ensuring child safety
- Computer literacy, including proficiency in Microsoft Applications and the ability to learn new systems.
- 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.
- Internet-enabled device for Time & Attendance when working offsite.

Desirable:

- Knowledge and experience working within a trauma informed practice framework.

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

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 clients 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 clients who may be affected by your acts or omissions in the workplace.

Client Wellbeing and Safety:

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.

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	Customer Focused We do our best work when we understand people, and enable them to direct their own lives. We partner with others to provide access to what they need locally.
PARTNERSHIPS	Collaboration & Cooperation Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.
REPUTATION	Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.
REPUTATION	Disrupting Disadvantage Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.
REPUTATION	Spreading the Word 'Sells' rather than 'tells'. Takes every opportunity to promote MCM, its services, purpose and philosophy.
REPUTATION	Doing Our Best Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.

PEOPLE	Resilience & Bounce Back Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.
PEOPLE	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.
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.