

**POSITION:** Case Manager, Better Futures

**REPORTS TO:** Team Leader, Better Futures

**DATE UPDATED:** April 2022

## 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

Better Futures supports young people who are making the transition from the out-of-home care system to adulthood until they reach the age of 21. The program enables young people to have an active voice in their transition planning and provides individualised supports both in-care and post-care across a range of life areas including housing, health and wellbeing, education, employment, and community and cultural connections.

Better Futures includes:

- Case work support and coaching
- Information and advice
- Access to flexible funding

## 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 the Better Futures and Advantaged Thinking Frameworks. The level of support is 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 coaching to young people, in line with the Advantaged Thinking Framework.
- Develop and support 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 the Better Futures Program at forums, networks, and 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 Team Leader 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:

<b>Internal Relationships</b>	• TILA and Leaving Care Team Members
	• Homelessness and Family Services
	• MCM People and Culture
	• MCM Shared Services
<b>External Relationships</b>	• Department of Families, Fairness and Housing (DFFH)
	• Community Services Organisations (CSO)
	• Better Futures Consortium Partners

## KEY SELECTION CRITERIA

- A degree in Youth Work, Social Work, Community Development, or similar field.
- Demonstrated case management experience, preferably within the youth sector.
- 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 DFFH 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 DFFH systems, legislation and ability to comply with DFFH 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.

## 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
<b>PARTNERSHIPS</b>	<b>Customer Focused</b> 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.
<b>PARTNERSHIPS</b>	<b>Collaboration &amp; Cooperation</b> Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.
<b>REPUTATION</b>	<b>Provable Results</b> Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.
<b>REPUTATION</b>	<b>Disrupting Disadvantage</b> Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.
<b>PEOPLE</b>	<b>Wins Hearts &amp; Minds</b> Contributes to an environment where people want to do their best work, and show commitment to the One MCM Purpose and Philosophy.
<b>PEOPLE</b>	<b>Safety First</b> 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:

<b>Together</b>	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.
<b>Courageous</b>	We speak up constructively in line with our convictions. We pursue our goals with determination. We are passionate about our advocacy role.
<b>Curious</b>	We are inquisitive and ask why. We challenge the status quo. We actively explore the alternatives.
<b>Open</b>	We are transparent and have genuine, honest interactions.

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We listen and hear people's voices.  
We value and respect the autonomy of clients.  
We trust one another.

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**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.