

POSITION:	Intensive Case Manager
CLASSIFICATION:	SCHADS Level 4
REPORTS TO:	Team Leader - Case Management Programs IYS
DATE UPDATED:	June 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, Disability, Palliative care, Early Childhood Intervention Services 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.

DIVERSITY, EQUITY OF ACCESS, AND INCLUSION

MCM is committed to inclusion, equity of access and diversity. We know that diversity helps us to innovate and make the biggest impact possible. Our DEI Strategy On for Inclusion supports and drives an inclusive workplace culture. We recognise that many people continue to face systemic barriers within an employment context, particularly those from First Nations, culturally and linguistically diverse, disability and LGBTIQ+ communities. We are committed to inclusivity and want to continue to learn from and grow our diverse workplace culture. This includes supporting your individual employment needs wherever reasonably possible.

POSITION CONTEXT

The Homelessness & Family Services division supports people experiencing, or at risk of homelessness, and families at risk of poorer outcomes and progression to greater forms of disadvantage. The division provides a range of services aimed to prevent or reduce the impacts of homelessness, and family cycles of disadvantage through provision of evidence based, high quality, effective interventions.

The Homelessness, Justice & Family Services division consists of four conceptual domains:

- Accommodation;
- Youth and Family Homelessness;
- Frontyard Youth Services;
- Family Services.

Frontyard Youth Services is a specialist youth service providing a range of multidisciplinary programs to meet the holistic needs of young people aged between 12 and 25 years who are at risk or experiencing homelessness. Frontyard aims to support young people to meet their physical, emotional and social needs and to develop pathways out of homelessness. Many of the services at Frontyard work with young people across greater Melbourne and throughout Victoria.

Frontyard's support model includes a suite of primary and allied health, specialist housing, assertive outreach, therapeutic supports, early intervention & prevention services, legal, education and employment support. Additionally, Frontyard's 17 bed refuge Circuit Breaker operates 24/7 and provides higher intensity supports, including enhanced mental health, drug and alcohol, family violence, and therapeutic supports, to respond and creatively engage those young people experiencing the most complex barriers to sustainable housing options.

POSITION PURPOSE

Intensive Case Managers provide high quality intensive case management services to young people presenting to Frontyard who are aged 16-24 and experiencing homelessness. Young people will be provided best practice support and holistic guidance to achieve housing stability and their broader goals.

POSITION DUTIES AND RESPONSIBILITIES

- Effectively support a case load of young people through a healing-oriented framework. Utilising creative and innovative pathways to disrupt disadvantage and create pathways out of homelessness.
- Develop advanced case planning and crisis interventions to meet the needs of young people presenting with multiple and complex needs, including risk assessments and safety plans.
- Assist young people to access ongoing accommodation options, particularly supported accommodation, family reconciliation, private rental, shared housing and social or transitional housing in accordance with the case plan.
- Facilitate access to specialist support services, including health, mental health, AOD and therapeutic interventions both within Frontyard and through external services in accordance with the case plan.
- Maintain an up-to-date knowledge of Frontyard programs and relevant external service providers to ensure an integrated service response to young people.
- Implement case plan meetings and participate in service coordination.
- Deliver high quality intake, assessment, and referral processes.
- Identify pathways out of the homelessness service system.
- Utilise secondary consult and on-call services 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 systems.
- Undertake administrative duties as required.
- 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.
- Perform other duties and responsibilities, as directed by the Team Leader or delegate.

Generic and Compliance Responsibilities

- Work as a constructive team member, including building and maintaining positive interpersonal relationships.
- Apply the Organisational Commitments and Requirements (detailed below), including Child Safety and Safety of Vulnerable People, Workplace Health and Safety, Operational Accountability, Diversity, Equity of Access and Inclusion, and Position Description Maintenance.
- If approved to work from home, comply with all the requirements in the MCM Working from Home Workstation Self-assessment Checklist.
- Demonstrate MCM's Values (detailed below).
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, relevant service standards, and MCM's Code of Conduct, and MCM's Values.
- Comply with MCM's Employment Safety Screening Procedure.
- Perform other duties and responsibilities within the scope of the employee's skills, competence and training as directed by a person in any more senior role within MCM.

KEY SELECTION CRITERIA

Essential:

- A qualification in social work, youth work, community development or a related tertiary qualification or extensive experience (4 years) working in the community services sector.
- Demonstrated experience working within a case management framework.
- Understanding of mobile, street based and assertive outreach interventions.
- Understanding or experience working with young people at risk or experiencing homelessness, including knowledge of healing-oriented approaches.
- Strong passion for working with young people and ability to actively and assertively engage young people experiencing complex needs.
- An extensive understanding of the homelessness service system with knowledge of patterns, trends, systemic issues and principles in working with at risk young people.
- Knowledge of the legislative requirements when working with at risk young people.
- An understanding of the requirements for ensuring child safety.
- Excellent communication and problem-solving skills encompassing interpersonal, verbal and written, and negotiation skills.
- Strong organisational, time management and computer skills.

Essential Safety Screening Requirements:

- Proof of Identity Check
- National Police check
- International Police check (if applicable)
- Current Victorian Working with Children Check (Employee)
- Current Victorian Drivers Licence
- Right to work in Australia

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 include:

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| Internal Relationships | <ul style="list-style-type: none"> • Frontyard Integrated Service teams, including MYSS, Check-In, Circuit Breaker • MCM's Youth Refuge teams • Employees from the Homelessness & Family Services division |
| External Relationships | <ul style="list-style-type: none"> • Youth crisis accommodation and housing providers • Other youth services • Hospitals and other health services • Victoria Police • Magistrates Court of Victoria • DFFH |

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

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS**Child Safety & Safety of Vulnerable People**

MCM is a Child Safe Organisation, committed to the safety and wellbeing of children, young people, people with disability, and other vulnerable people. We have zero tolerance of abuse and neglect of all vulnerable people. MCM is committed to providing a safe environment in which children and vulnerable people are protected from violence, abuse and neglect. All employees must:

- Comply with the Child Safe Standards at all times.
- Maintain a safe environment in which children and vulnerable people are safe at all times.
- Actively prevent, and immediately report to MCM, any violence, abuse or neglect of any child or vulnerable person.

Workplace Health & Safety

MCM's has zero tolerance for compromised worker safety. We endeavour to provide a working environment that is safe for all employees and people who use our services. As an employer, MCM adheres to Occupational Health & Safety regulations. All employees must:

- Comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of their own health and safety, and the health and safety of their colleagues, service users, and others who may be affected by the employee's acts or omissions in the workplace.
- Immediately report to MCM any hazards or incidents.

Code of Conduct and Operational Accountability

MCM is committed to operating efficiently and ethically, and remaining operationally and financially sustainable. All employees must:

- Operate within the requirements of MCM's accreditations, registrations, policies and procedures, Code of Conduct, and regulatory guidelines.

Position Description Maintenance

Position Descriptions change over time, due to a wide range of organisational, technological, financial, geographical, service, systemic, legal, and individual factors. All employees must:

- Maintain position description currency by communicating, discussing and documenting necessary changes, and considering consistencies and relativities with other like-positions.
- Ensure compliance with position description, management of change, and consultation requirements in the relevant Awards and Enterprise Agreements.

- Use correct processes to apply for changes related to individual circumstances, for example, reasonable adjustments for disability, flexible working arrangements for care responsibilities, rehabilitation to work following injury, ill health or medical procedure, or transition to retirement.