

# Homes First

## Case Manager Position Description

<b>POSITION:</b>	Case Manager, Homes First
<b>CLASSIFICATION:</b>	Social, Community, Homecare and Disability Services (SCHADS) Award Level 4
<b>REPORTS TO:</b>	Senior Worker, Homes First
<b>DATE CREATED:</b>	July 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 Case Manager role is part of the Homes First team within the Youth and Families portfolio of MCM Services.

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.

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### POSITION PURPOSE

The Case Manager role is a maximum term contract (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.

The Case Manager will demonstrate a high level of resilience, integrity and accountability, the ability to effectively influence outcomes, while prioritising their safety and that of the people we support. They will maintain a person-centred, trauma informed approach throughout all aspects of the role.

This position operates at the Self Leadership level in the MCM Leadership Capability Framework.

### POSITION DUTIES AND RESPONSIBILITIES

#### Direct Support

- Effectively manage a caseload of clients and develop advanced goal directed case planning and crisis interventions to meet the needs of people presenting with multiple and complex needs, including risk assessment 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 multidisciplinary team to relevant specialist support services, including health, mental health, AOD and therapeutic interventions and where appropriate to external specialist services in accordance with the client directed case plan.
- Maintain an update to date knowledge of MCM's programs and relevant external service providers to ensure an integrated service response is provided to the people we support.

#### Reporting and Learning

- Complete regular reporting, information and data collection, and quality improvement activities, including contributing to updating procedures.
- Maintain accurate files, case notes and databases using relevant platforms and systems in a timely manner.
- Participate in meetings, debriefing, supervision, training, and forums. This may involve flexibility to attend outside usual working hours, as agreed with Homes First line management.

#### Collaboration

- Implement care team meetings and participate in service coordination with all relevant stakeholders.
- Utilise secondary consult for assistance with complex clients.
- Represent Homes First and MCM at relevant network meetings, forums and training.

#### Generic and Compliance Responsibilities

- Work as a constructive team member, including building and maintaining positive interpersonal relationships.

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- 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 Criteria

- Qualifications beyond those required through tertiary education alone, typically acquired through completion of higher education qualifications to degree level and extensive relevant experience
- Bachelor's qualification in social work/community work or another related field.
- Experience working with people who are at risk of homelessness, including a knowledge or trauma informed approaches.
- Understanding of mobile, street based and assertive outreach support and interventions.
- Demonstrated experience working within a case management framework.
- Ability and experience to 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.

#### Essential Safety Screening Requirements:

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

#### Desirable Criteria

- An extensive understanding of the homelessness service system with knowledge of patterns, trends, systemic issues and best practice principles when working with people experiencing homelessness.
- Computer literacy, including proficiency in Microsoft Office and client databases.
- A well-developed understanding of the Victorian Child Safe Standards

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### POSITION AUTHORITIES

#### Number of Reports

Direct Reports				Indirect Reports			
Number:	0	FTE:	0	Number:	0	FTE:	0
List Teams / Positions	Not applicable			List Teams / Positions	Not applicable		

#### Expenditure

Operating:	Not applicable	Capital:	Not applicable
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#### Other Authorities

#### Supervision or Direction Required

This role will be provided regular supervision and general direction by the Homes First Senior Worker.

#### Planning

The employee will be required to:

- Manage their own time in collaboration with Homes First line management
- Establish their own goals and objectives subject to approval

#### Freedom to Act

The employee will have the authority to:

- Apply knowledge, experience and training where policy and procedures are limited.

#### Assistance to Higher Level

The employee may be required to:

- Advise specific people about routine matters
- Contribute to review of routine processes

### 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:

- |                               |  |
|-------------------------------|--|
| <b>Internal Relationships</b> | <ul style="list-style-type: none"> <li>• Employees from Youth and Family Homelessness Services</li> <li>• Employees from Organisational Development</li> <li>• Employees from People and Culture</li> <li>• Employees from Properties and Facilities</li> </ul>  |
| <b>External Relationships</b> | <ul style="list-style-type: none"> <li>• North-West region homelessness service providers and networks</li> <li>• Primary and allied health service providers</li> <li>• Mental Health service providers</li> <li>• Alcohol and Other Drugs (AOD) service providers</li> <li>• Open Doors Access Points</li> </ul> |

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- Specialist Family Violence service providers

### 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
	We listen and hear people's voices
	We value and respect the autonomy of clients
	We trust one another
<b>Accountable</b>	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.

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- 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.