

**POSITION:** Case Manager Lead Circuit Breaker Refuge  
**REPORTS TO:** Team Leader, Circuit Breaker Refuge  
**LOCATED:** Circuit Breaker Refuge  
**DATE UPDATED:** July 2025

## 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, Justice & Family Services division supports people experiencing, or at risk of homelessness, people involved in the justice system 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, incarceration, and family cycles of disadvantage through provision of evidence based, high quality, effective interventions.

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

- Accommodation
- Youth and Family Homelessness
- Frontyard Youth Services
- Justice; and, • 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.

Frontyards co-located innovative 17 bed youth refuge, Circuit Breaker based in Melbourne CBD operates 24/7 and provides high level wraparound supports, including enhanced mental health, drug and alcohol, and

therapeutic supports, to respond and creatively engage those young people experiencing complex barriers to sustainable housing options and access to the broader youth housing and homelessness service system.

## **JOB PURPOSE**

Case Manager Lead role supports a team case management approach collaboratively with Youth Refuge Workers (YRW) and other members of our multi-disciplinary team to co-work and provide high quality case management and coordination services to young people residing in Circuit Breaker Refuge.

Young people will be provided best practice support and holistic guidance to achieve housing stability and their broader goals. The Case Manager Lead will support a team approach that provides young people with evidence-based support to identify and progress towards a pathway out of homelessness. The role works closely with another Case Manager Lead and plays a critical function in oversight for care coordination with internal and external care-plan providers. Case Manager Leads working alongside the Senior Worker and Team Leaders have responsibility for oversight of the quality of case files for all young people residing in Circuit Breaker Refuge.

## **JOB OBJECTIVES**

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

- Effectively facilitate and support a collaborative team case management approach with the multidisciplinary team including YRW's, Senior Youth Alcohol and Other Drugs Recovery Lead, and Senior Practice Leader and ensuring that support provided to young people is guided by MCM's Healing Oriented Framework.
- Utilising creative and innovative pathways to support young people to stabilise in Circuit Breaker and create pathways out of homelessness.
- Implement Circuit Breaker care-plan meetings, facilitate and lead care coordination meetings with internal and external providers, and participate in service coordination to promote a team case management approach.
- Work with team members to develop advanced care planning and crisis interventions to meet the needs of young people presenting with multiple and complex needs, including risk assessments and safety plans.
- Work with team members to facilitate access to specialist support services, including physical and mental health, AOD and therapeutic interventions both within Frontyard and through external services in accordance with the case plan.
- Work with team members to 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, using both site based, outreach, and limited transitional support as required.
- Maintain an up-to-date knowledge of Frontyard programs and relevant external service providers to ensure an integrated service response including one practice method to young people adopting the integrated Frontyard, one practice model.

- Deliver high quality intake, assessment and referral processes with the team.
- 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. Circuit Breaker lead for case file oversight for young people to ensure quality standards and case management functions are embedded.
- 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.

## 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>	• Circuit Breaker team
	• Frontyard - Intensive Youth Support Programs
	• Employees from the Homelessness, Justice & Family Services division
<b>External Relationships</b>	• Youth crisis accommodation and housing providers
	• Other youth services
	• Hospitals and other health services
	• Victoria Police

## KEY SELECTION CRITERIA

### Essential:

- A bachelor qualification in youth work/social work or a related tertiary qualification.
- Demonstrated experience working within a case management framework (at least 2 years) and preferably experience working in an accommodation / refuge setting.
- Understanding of assertive outreach support and interventions. Including settlement support with a sustaining tenancies practice lens.
- 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 engage young people actively and assertively with 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.
- *Provide First Aid* certificate.
- An understanding of the requirements for ensuring child safety.
- Strong organisational, time management and computer skills.
- Availability to work on-site and in the community Monday to Friday standard working hours.
- 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>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>Resilience &amp; Bounce Back</b> Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.
<b>PEOPLE</b>	<b>Builds Capability &amp; Realises Potential</b> Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.
<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:

We are inclusive and accepting of difference.

### TOGETHER

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.

**I have read and understood this Job Description.**

**Name:**

**Signature:**

**Date:**