

POSITION: Early Intervention Case Manager - Finding Solutions Plus

REPORTS TO: Team Leader - Restart and Finding
Solutions

DATE: August 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, Early Years, 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. 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.

MCM is a Childsafe organisation and child safety is at the forefront of our program delivery. Our guidelines ensure that Child Safety is a primary part of everyday thinking and practice. All employees and volunteers have an obligation to ensure we keep children safe from harm and abuse.

Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way

JOB CONTEXT

This role sits within the Homelessness and Family Services Division in the Youth Early Intervention portfolio.

The Homelessness & Family Services Division consists of five domains:

- Youth Early Intervention
- Intensive Youth Support
- Supported Accommodation and Youth Refuges
- Adult and Family Homelessness
- Child and Family Services

The Finding Solutions Plus position is based between our North Fitzroy and Braybrook offices. The position is part time (4 days per week) and provides a youth specialist response in partnerships to the Family Preservation and Reunification Response (FPRR) program. FPRR provide placement prevention and reunification services to vulnerable children and their families with substantiated child protection concerns. The Finding Solutions Plus program covers the North Eastern region of Melbourne.

JOB PURPOSE

Purpose of the position is to provide specialist youth focused case management to young people and their families. Finding Solutions Plus provides support to young people aged 10 – 16 years and their families, focussing on strengthening relationships, youth support and connection, parental support, and family mediation where appropriate.

JOB OBJECTIVES

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

- To manage a caseload of clients using innovative and effective case work practice
- To provide a holistic response to young people and their families to address relationship conflicts and the underlying issues that may lead to conflict.
- To provide outreach to young people and their families in their own settings
- To actively participate in care team meetings with the Family Preservation and Reunification Response team
- To develop cohesive and collaborative working relationships with allied services, networks, and stakeholders
- To respond appropriately to referrals from CALD, Aboriginal or Torres Strait Islander communities
- To participate in the development and implementation of program procedures and systems for the Melbourne City Mission Homelessness Early Intervention team and Family Preservation and Reunification Response team to assist in the delivery of an effective and efficient service.
- To maintain accurate case files, data and statistics collection according to policies and procedures
- To collect feedback responses from clients and key stakeholders
- To actively participate in fortnightly supervision.
- To actively participate in fortnightly Early Intervention Team meetings
- 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 Early Intervention 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:

Internal Relationships	• Homelessness and Family Services Division
	• Organisational Development
	• Human Resources
	• Properties and Facilities
	• Family Preservation and Reunification Response team
External Relationships	• Local external services
	• Local schools
	• DFFH/The Orange Door

KEY SELECTION CRITERIA

Essential:

- Tertiary qualifications in Youth Work, Social Work, Welfare studies or related fields.
- Demonstrated experience working within a case management and trauma informed framework
- Demonstrated experience and understanding of theory and practice as it relates to family mediation and family support
- Demonstrated understanding of the issues that affect young people and their families experiencing conflict and at risk of report to Child Protection
- Experience and ability to develop cohesive and collaborative working relationships with allied services, networks and stakeholders.
- Well-developed communication, negotiation, interpersonal and conflict resolution skill
- High level of initiative and time management and the ability to work independently and part of a team
- An understanding of the requirements for ensuring child safety.
- Strong administration skills and computer literacy
- 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.
- Satisfactory completion of safety screening including a current Working with Children check, National Police check, International Police check (if required), and the right to work in Australia.

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	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	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	Challenge & Change Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.
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:

	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.

	<p>We pursue our goals with determination.</p> <p>We are passionate about our advocacy role.</p>
Curious	<p>We are inquisitive and ask why.</p> <p>We challenge the status quo.</p> <p>We actively explore the alternatives.</p>
Open	<p>We are transparent and have genuine, honest interactions.</p> <p>We listen and hear people's voices.</p> <p>We value and respect the autonomy of clients.</p> <p>We trust one another.</p>
Accountable	<p>We act safely in all our interactions.</p> <p>We manage within our financial and resource boundaries.</p> <p>We own our outcomes and decisions.</p> <p>We are proud of the work that we do.</p>