

Resources and Tools

Position Description Template

POSITION:	Emergency Relief & Case Manager
CLASSIFICATION:	SCHADS 4
REPORTS TO:	Adult and Family Homelessness Team Leader
DATE CREATED:	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, 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 Adult and Family Homelessness Service (AFHS) provides transitional, and crisis support to families and single adults across the Western Region. The program provides a mix of short- and medium-term case management to people experiencing homelessness who have been referred by the two western Homelessness Access Points. The focus of both programs is to ensure an episode of homelessness is brief and assists people to access and maintain long term housing.

POSITION PURPOSE

The Emergency Relief & Case Manager role serves a dual function: administering emergency relief funds to eligible clients and supporting the Adult and Family Homelessness Team by coordinating and assisting with client engagement and goal-oriented tasks. This position plays a crucial role in fostering client well-being through structured support and collaborative case management.

This role plays a pivotal part in ensuring that individuals and families in crisis receive timely financial assistance, while also reinforcing the capacity of the Adult & Family Homelessness team to deliver

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holistic, supportive case management. You'll be integral to building resilience, encouraging client progress, and bridging immediate relief with purposeful long-term support.

POSITION DUTIES AND RESPONSIBILITIES

Emergency Relief Administration

- Conduct thorough eligibility assessments and documentation for clients seeking emergency relief.
- Process and distribute relief funds efficiently and accurately, ensuring compliance with funding and organisational guidelines.
- Maintain secure, detailed records of all transactions, demonstrating transparency and accountability.

Case Manager Support

- Collaborate proactively with the Adult & Family Homelessness Team to advance client-focused goals and outcomes and deliver a high-quality service by maintaining constructive and supportive relationships with clients by working within a holistic client centred model.
- Support coordination of low-intensity client groups, facilitating engagement and progress monitoring.
- Accompany existing case managers on two up client visits, contributing to advocacy, relationship-building, and enriched service delivery.
- Track client progress, compile reports, and ensure relevant documentation is updated for team reviews.
- Maintain accurate and up to date information, records and files of contact with clients and external services, including record keeping on PASSPORT client management system
- Liaise and work co-operatively with other programs, community agencies, networks with key local services particularly West region homelessness agencies and specialist support services (i.e. employment, education and training, Centrelink, health, legal).
- Advocate for clients to specialist support services, community agencies, employment, education and training services, real estate agencies, court, health and other relevant services and support.
- Participate in goal planning, support with budgeting and material aid, community outreach support and transportation of clients, where appropriate.
- Work with the relevant Opening Doors Access Points and within the Open Doors Framework (2008) to address the needs of adults and families that are experiencing or at risk of experiencing homelessness.
- Participate in regular formal supervision to identify practice issues, training and professional development options and participate in training and development activities.
- Work with awareness of, and in adherence to, the policies and procedures of Melbourne City Mission, including legislative requirements, and relevant service standards. To maintain an environment that promotes the health and safety of all residents and staff and participate in WH&S meetings as required.
- Perform other duties and responsibilities, as directed by the Team Leader AHS or delegate.

KEY RELATIONSHIPS

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This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with a view to providing the most appropriate and effective services and support to the people they support. Examples of key relationships are detailed in the following table:

Internal Relationships

- Employees from the Homelessness and Family Division
- Employees from Organisational Development
- Employees from People and Culture
- Employees from Properties and Facilities

External Relationships

- Opening Doors Access Points
- North-West Region Homelessness agencies
- SAHVS
- SASHS/Melton Housing
- Unison Housing

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

- Knowledge and understanding of issues confronting people/families who are homeless or at risk of homelessness.
- Knowledge and understanding of policy and practice as it relates to homelessness and the homelessness sector.
- An advanced understanding of working within a case management framework & crisis response framework.
- Excellent communication and problem-solving skills; encompassing interpersonal, verbal and written, and negotiation skills.
- Flexible work style that incorporates empathy and strong advocacy skills.

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- Strong organisational and time management skills.
- Tertiary qualifications in social work, welfare or related fields.
- Computer literacy

Essential Criteria

- Tertiary qualifications in social work, welfare, or related fields and relevant work experience.

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:

- Financial counselling or account keeping experience

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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

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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.