

Creating Connections Case Manager

POSITION:	Case Manager- Inner South
CLASSIFICATION:	Social, Community, Homecare and Disability Services (SCHADS) Award Level 4
REPORTS TO:	Team Leader Creating Connections
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, providing a broad range of support in Homelessness, Family Services, Disability, Early Childhood Intervention Services, Palliative Care, Education and Mental Health service areas.

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

This role sits within the Youth Early Intervention and Homelessness portfolio and provides case management support to young people in the North/West and Inner South metropolitan region who are homeless or at risk of homelessness.

The Creating Connections Youth Focused Housing Placement position sits within the Youth Early Intervention Homelessness Portfolio and is part of Melbourne City Mission's Creating Connections Program. Creating Connections provides support to young people who are homeless or at risk in both the Northwest and Inner South regions of metropolitan Melbourne. The Creating Connections Team encompasses housing support, living skills and education, employment and training support.

POSITION PURPOSE

To provide high quality case-management services to young people aged 16-24 who are homeless or at risk and require holistic support to achieve their goals.

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POSITION DUTIES AND RESPONSIBILITIES

KEY SELECTION CRITERIA

Essential:

- A bachelor degree or higher in social work, youth work or a related discipline.
- Demonstrated experience working with young people who are at risk or experiencing homelessness.
- Demonstrated experience working within a case management framework.
- Strong ability to engage young people actively and assertively with complex needs.
- Extensive knowledge of current trends and issues impacting at risk young people
- An understanding of the available resources for at risk young people/and their children.
- Knowledge of the legislative requirements when working with at risk young people and their children.
- Sound understanding of best practice and current theoretical frameworks.
- A knowledge of the homelessness service system.
- Knowledge of trauma informed care practice.
- Strong interpersonal, negotiation, advocacy and conflict resolution skills.
- Excellent communication and problem-solving skills, encompassing verbal, written and ICT.

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

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

POSITION AUTHORITIES

Number of Reports

Direct Reports				Indirect Reports			
Number:	0	FTE:		Number:	0	FTE:	

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List Teams / Positions	Not applicable	List Teams / Positions	Not applicable
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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 Team Leader Creating Connections.

Planning

The employee will be required to:

Planning

The employee will be required to:

- Manage their own time in collaboration with line management.
- Establish goals and objectives in alignment with program priorities and client needs, subject to approval from the Team Leader.
- Implement care plans and service responses within the scope of the Creating Connections program.

Freedom to Act

The employee is expected to apply their knowledge, experience, and training to make informed decisions within the boundaries of organisational policy, procedures, and program guidelines. They have reasonable autonomy in day-to-day problem-solving and decision-making, particularly in relation to client engagement, case planning, and responding to emerging needs. Where issues fall outside established guidelines or present elevated risk, matters are escalated to the Team Leader for oversight and organisation.

Assistance to Higher Level

The employee is expected to provide input and professional insight based on their knowledge and experience, particularly in relation to client progress, risk, and care planning. The role also includes

The employee may be required to:

- providing routine information and observations to the Team Leader to support program development and service improvement.
- Contribute to review of routine processes, procedures and program delivery through reflective practice, supervision, and team meetings

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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"> • Employee from Youth and Family Homelessness services • Frontyard Youth Services • Learning and Development • Properties and facilities • People and Culture • Homelessness Access Points and other specialist Homeless providers. |
| External Relationships | <ul style="list-style-type: none"> • Specialist Family Violence services • Specialist Allied Health, Mental Health and AOD • Child protection/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

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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.

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