

# Health Care Connections Worker

<b>POSITION:</b>	Health Care Connections Worker
<b>CLASSIFICATION:</b>	SACS over award
<b>REPORTS TO:</b>	Health Care Connections Team Leader
<b>DATE UPDATED:</b>	September 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 position is part of MCM's Health Care Connections (HCC) program. The program aims to connect people experiencing homelessness with relevant local primary health care providers to ensure their primary health needs can be readily met. HCC will aim to do this through an assertive outreach model, meeting people experiencing homelessness where they are in the community, building a relationship with them, supporting them to build connections with relevant local primary health care providers that meet their needs, and then planning with the client how these connections will be sustained over the long term. The program will deliver this support across 3 Local Government Areas (LGAs) - City of Greater Dandenong, City of Frankston and City of Casey. The HCC team is part of the wider MCM Youth and Family Homelessness Services Team.

## POSITION PURPOSE

The Health Care Connection Worker provides high quality assertive outreach support to a case load of people experiencing homelessness and connects them with relevant local primary health care providers

# Health Care Connections Worker

that meet their needs. The HCC worker proactively supports people to address any barriers they may face that prevent them accessing primary health care services.

The role also builds relationships with local primary health care providers and other local homelessness support services to ensure they are connected to the program.

The role works across the 3 LGAs of City of Greater Dandenong, City of Frankston and City of Casey members within the team may have specific geographic focus areas.

## POSITION DUTIES AND RESPONSIBILITIES

### Engagement Phase:

- Assertive, flexible and regular outreach to target cohort, wherever they are across the 3 target LGAs
- Providing proactive focus on supporting and empowering clients to address barriers to accessing health
- Proactively supporting clients to access primary health care services they need.
- Work towards increasing empowerment and ability for client to attend health service appointments more independently.
- Relationship building with local services such as community information centres, homelessness programs, and councils
- Strengths-based, flexible relationship building with clients
- Comprehensive needs assessments with clients to have a full understanding of the primary health care needs and their current barriers to accessing these services
- Relationship building and clear referral pathways with wide range of local primary health care services

### Connections Phase:

- Clear and robust case planning with clients to support them to overcome any barriers they are facing to accessing primary health care services, including directly connecting clients to local primary health care services that will meet their needs. Referrals to other services as required to manage any barriers they face.
- Transportation provided to services where required, building towards independent travel to services.
- Participate and facilitate in reviews/check-in's to provide specialised knowledge and skills regarding adults with complex needs
- Regular check-in on clients' satisfaction with the services they are connecting to, and connecting them to new services wherever required.
- Regular check-in with services to ensure our referral processes are as seamless as possible for them.

### Sustainability Phase:

- Clear and robust transition case planning with clients, to ensure the connections they have built

# Health Care Connections Worker

with local primary health care services can be sustained over the long term without our support.

- Transition discussions with clients' other support services to ensure connections are sustained.
- Post-transition check-ins with clients and services to confirm their connections are being sustained.

## Other Duties:

- Participate in regular formal and informal supervision with the Team Leader to identify practice issues, training and professional development options and participate in training and development activities
- Work collaboratively within a team environment
- Outpost to designated locations on regular basis. Maintain the outpost to ensure MCM HCC presence in those areas.
- Always act with a high standard of professionalism, integrity, honesty and transparency.
- Provide secondary consult to other staff (when applicable) in relation to rough sleeping
- Participate in team meetings as required
- Work with awareness of and in adherence to the policies and procedures of MCM
- To maintain an environment that promotes the health and safety of all clients and staff
- To actively participate in OH&S meetings and contribute to the overall wellbeing of the workplace
- Maintain accurate data, information, records and files of contact with clients and external services in accordance with the requirements of MCM policies.
- Participate in the development and implementation of appropriate protocols, systems and procedures to improve and assist service delivery of the Health Care Connections program.
- 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 Team Leader or delegate.
- Build positive ongoing relationships with services who refer in as well as health services and GP's to refer out to.
- Demonstrate high quality customer service and professionalism to all internal and external customers e.g. clients, service providers, community agencies and MCM staff.

## 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).

# Health Care Connections Worker

- 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

- Degree with experience OR Associate Diploma with substantial experience OR qualifications in more than one discipline OR less formal qualifications with sufficient specialised skills OR expertise to undertake the range of activities
- Social Work, Youth Work, Welfare studies or related fields
- Strong passion for working with people and ability to engage people actively and assertively with complex needs
- High level of initiative and motivation and the ability to work independently

### Essential Safety Screening Requirements:

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

### Desirable:

- Demonstrated experience and ability in supporting people who have experienced homelessness, particularly those experiencing primary homelessness
- Strong organisational and time management skills with the ability to prioritise tasks
- Well-developed communication, negotiation, interpersonal and conflict resolution skills
- Strong administration skills and computer literacy, including in Microsoft Outlook, case management and case noting systems
- Knowledge of local and regional homelessness networks and service providers

# Health Care Connections Worker

## POSITION AUTHORITIES

### Number of Reports

Direct Reports				Indirect Reports			
Number:	Nil	FTE:		Number:	Nil	FTE:	
List Teams / Positions				List Teams / Positions			

### Expenditure

Operating:	As per delegations of authority	Capital:	As per delegations of authority
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### Other Authorities

Not applicable.

### Supervision or Direction Required

The role requires a level of autonomy and is also provided with regular supervision by the Team Leader.

### Planning

The employee will be able to manage their own time in order to achieve the key tasks of their role and workplan. Guidance from their team leader may be required at times.

### 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 can provide routine information and contributes to reviews of routine processes. This includes providing consultation based on professional knowledge about needs and emerging trends and on topics the organisation needs specific feedback on.

# Health Care Connections Worker

## 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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|-------------------------------|--|
| <b>Internal Relationships</b> | <ul style="list-style-type: none"> <li>• Youth and Family Homelessness services</li> <li>• Homelessness Services</li> <li>• ICT</li> <li>• People and Culture</li> </ul>   |
| <b>External Relationships</b> | <ul style="list-style-type: none"> <li>• Housing and Homelessness Programs, Mental Health Services, Community Health Services, Hospitals, General Practitioners</li> </ul> |

## 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

# Health Care Connections Worker

## 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.