

POSITION: Disability Advice and Response Team
(DART) worker – Full time

REPORTS TO: Team Leader – DART team

DATE UPDATED: 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.

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

JOB CONTEXT

The Disability Advice and Response Team (DART) will assist the Children's Court to identify when a young person has a disability and will enable the presiding judicial officer to be better informed about the young person's disability. DART will be available to the criminal division of the Children's Court of Victoria including the Children's Koori court, as well as Marram-Ngala Ganbu (Koori Family Hearing Days).

MCM working in partnership with Victorian Aboriginal Legal Service, will deliver the DART service across five courts, Melbourne, Dandenong, Geelong, Shepparton and Broadmeadows.

The DART worker will draw on past skills and experience working in the disability sector, with who will be provided with additional training in identifying disability, in order to be able to advise the young people, court, stakeholders, and support networks.

JOB PURPOSE

The DART worker will receive referrals and work through the prescribed process to gather information, through formal and informal means and complete a developmental screening of the young person. Drawing upon their knowledge and skills in disability, the DART worker will build rapport quickly and will support the young person to complete the screening process. In some cases, further support will be provided to the young persons in exploring whether NDIS access needs to be made.

JOB OBJECTIVES

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

- Be available to work on site at Dandenong, Moorabbin and Melbourne Children's Court when required.
- Receiving and processing referrals into the DART program capturing personal information needed
- Identifying key people to provide information on the person's current abilities and functioning
- Complete an assessment using the screening tool and record whether there are indicators of a disability present or not, as well as any other supports needed in other domains (such as housing or health)
- Provide advice to the young person in the program, their families and networks and relevant government Departments, on the presence or absence of a disability, and whether further investigation is warranted

- Work directly with court and police to support the young person presenting
- Operate as required by legislation and departmental standards and exercise the appropriate authorities and legal delegations pursuant to relevant legislation and other specific delegations and functions
- Contribute to the maintenance of prescribed registers, reporting systems and client records ensuring the need to adhere to matters of confidentiality and diversity within a sensitive environment
- Participate in client conferences with other professionals
- Operate as an effective team member, contributing to team planning, work process improvements and day-to-day administration
- Be professionally accountable for decisions that impact on customers and staff, made within bounds of Melbourne City Mission policy and with management support
- Keep accurate and complete records of your work activities in accordance with legislative requirements and MCM's records, information security and privacy policies and requirements. Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures
- 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

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

- All program areas located within Disability Services

External Relationships

- Department of Justice and Community Safety
- Court Services Victoria
- Victorian Aboriginal Legal Service

KEY SELECTION CRITERIA

Essential:

- A tertiary qualification and/ or experience in working in the Community Services sector (Disability, Mental Health, Housing, Justice)
- Experience and skills to work competently alongside people, families and relevant stakeholders in their local community to build capacity to participate in the community and manage some or all aspects of their plan
- Well-developed communication (both oral and written) skills with the capacity to prepare and complete reports and case notes in clear and concise language
- The ability to interpret information from other sources/documents and present information in a manner appropriate to the purpose and audience
- Demonstrated ability to identify, measure and report on client outcomes
- Well-developed interpersonal skills with the capacity to liaise effectively with a wide range of customers and service providers
- The ability to work autonomously and cooperatively as a member of a team
- Competence in data management concepts and the use of customer management systems to record and maintain client data accurately
- Strong organisational skills which includes time management and meeting KPI targets in relation to service delivery
- Satisfactory completion of safety screening including a National Police check, Proof of Identity check, International Police check (if required), a valid Victorian Working with Children Check (Employee), NDIS Worker Screening Check, current Victorian Drivers Licence, and the right to work in Australia in line with the Victorian Safety Screening Policy

Desirable:

- Experience working with people living with a disability
- Knowledge of the *NDIS Act 2013*, *Disability Act 2006*, *Children Youth and Families Act 2005* and other relevant legislation
- Experience working in a NDIS environment
- Flexible to work from other sites

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
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.
REPUTATION	Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.
REPUTATION	Doing Our Best Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.
PEOPLE	Resilience & Bounce Back Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.
PEOPLE	Challenge & Change Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.

PEOPLE	<p>Safety First Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.</p>
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OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

Together	<p>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.</p>
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Courageous	<p>We speak up constructively in line with our convictions. We pursue our goals with determination. We are passionate about our advocacy role.</p>
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Curious	<p>We are inquisitive and ask why. We challenge the status quo. We actively explore the alternatives.</p>
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Open	<p>We are transparent and have genuine, honest interactions. We listen and hear people's voices. We value and respect the autonomy of clients.</p>
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Accountable	<p>We trust one another. 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.</p>
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