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| **POSITION:** | | | **Team Leader – Adult Homelessness Services** |
| **REPORTS TO:** | | | **Operations Manager, Adult Homelessness Services** |
| **DATE UPDATED:** | | | **October 2025** |
| **ORGANISATIONAL ENVIRONMENT** | | | |
| Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a diverse community support organisation that supports thousands of Victorian people and communities to overcome barriers and disrupt disadvantage to live their life, their way.    As a service provider Melbourne City Mission’s work is focussed on supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission’s service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care. 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.  As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage. | | | |
| **JOB CONTEXT** | | | |
| The Adult and Family Homelessness Service (AFHS) and the Family Crisis Accommodation Service (FCAS) provide transitional, and crisis support to families and single adults across the Western Region. The programs provide a mix of short- and long-term case management to people experiencing homelessness who have been referred by the two Western Homelessness Access Points. The focus of both programs is on assisting people to access and maintain long term housing.   |  | | --- | |  | | | | |
| **JOB PURPOSE** | | | |
| To oversee the daily operations of the AFHS/ FCAS programs based in Braybrook with the key aims of providing high quality service to clients and providing high quality supervision to staff members.   The Team Leader role work in partnership with local homelessness service providers, DHHS, allied health and mental health service providers, or other community agencies as required. The Team Leader will be required to work in collaboration with the Operations Manager to lead the ongoing development of strong relationships with partner agencies, specialist homelessness services, strategic networks, and key network coordinators. | | | |
| **JOB OBJECTIVES** | | | |
| **Duties of this role may include but are not limited to the following:**   * To oversee the day-to-day operational aspects of AFHS and FCAS including our Rough Sleeper and Hospital Discharge Programs. * Coordinate and support the teams to deliver all aspects of the program in accordance with relevant standards, legislation, and guidelines. * To ensure case management targets are met, caseloads are maintained appropriately, and data collection is maintained. * To provide direct support and supervision to AFHS team members and the Senior Worker. * To conduct annual performance reviews of staff through the Performance Development System. * To undertake tasks related to the recruiting of staff, including preparation of relevant documentation, screening, and interviewing. * To build and maintain cohesive teams, organise team meetings, activities, and team building. * Continually develop, maintain and role model a positive workplace culture. * Take responsibility for the safety and wellbeing of self and others. * Maintain a positive working relationship with our co-located partner programs at Unison and SASHS. * Assist the Operations Manager to develop, document, implement, monitor, and review operational procedures and guidelines in accordance with individual work plans, MCM case management policy and DHHS policies and funding agreements. * Support, develop and facilitate community development initiatives. * To provide easy and early access to early intervention and prevention services. * Oversee with the Operations Manager, the financial documentation and coding of all outgoing expenses. * Ensure rosters and time & attendance data is current and up to date. * To assist the Operations Manager to implement mechanisms for continuous quality improvement (including consumer feedback) and with all reporting requirements. * To participate in regular supervision and consult with the Operations Manager regarding program development and program issues. * Participation in relevant Divisional and Youth Family Leadership Meetings. * Liaise and work cooperatively with other external programs, community agencies, networks with key local services. * Represent Melbourne City Mission at forums and participate in working groups and regional network meetings, as directed by the Operations Manager. * Ensure services are delivered within the framework of MCM’s policies, procedures, and legislative requirements and meet the relevant service standards. * To maintain an environment that promotes the health and safety of all clients and staff and participate in OH&S meetings as required. * To undertake other duties as directed by the Operations Manager or delegate. | | | |
| **KEY RELATIONSHIPS** | | | |
| |  |  | | --- | --- | | **Accountability** | The Team Leader is accountable to the Adult Operations Manager | | **Internal Relationships** | Thepositionmay have relationships with employees from a range of Melbourne City Mission program areas, dependant on the needs of the people they are supporting. Some examples may include:   * Employees from the Homelessness and Justice Division * Employees from Organisational Development * Employees from People and Culture * Employees from Properties and Facilities | | **External Relationships** | The Team Leader will actively liaise and network with several 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 we support. These may include:   * Opening Doors Access Points * Centrelink * Office of Housing * NDIS providers * Community Health * Schools * Maternal and Child Health | | | | |
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| **KEY SELECTION CRITERIA** | | | |
| Essential:  * Demonstrated experience in leading and managing teams and a sound understanding of supervision ‘best practice’. * Proven experience in developing partnerships with stakeholder organisations. * Knowledge and experience of delivering services to people who are homeless or at risk of homelessness. * Extensive knowledge of, and experience in, leading quality service delivery and a high standard of case management. * Proven flexibility, adaptability and able to respond and adjust easily to change in work demands. * Proven effective interpersonal, conflict resolution, negotiation and written skills**.** * High level verbal and written communication skills. * Tertiary qualifications at Bachelor level or higher in Youth Work, Social Work, Psychology or other related discipline. * Computer literacy. * Satisfactory completion of safety screening including a current Working with Children’s Check, National Police Check, International Police Check (if required), a current 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. * 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. | | **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** | **Provable Results**  Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues. | | **REPUTATION** | **Disrupting Disadvantage**  Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged. | | **PEOPLE** | **Wins Hearts & Minds**  Contributes to an environment where people want 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: | | | |
| 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. | | |