

Detour

Youth Coach/case manager Position Description

POSITION:	Youth Coach (fixed term position)
CLASSIFICATION:	Social, Community, Homecare and Disability Services (SCHADS) Award Level 4
REPORTS TO:	Team Leader, Detour program
DATE CREATED:	October 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 Detour program is an Innovation Action Project program and homelessness early intervention program for young people aged 12-24 years, and their families or significant adults. The Detour program, delivered in partnership by Melbourne City Mission, Uniting and Kids Under Cover is an initiative under the Victoria Department of Health & Human Services. This initiative aims to address potential homelessness for young people by providing intensive wrap-around coaching support services and individualised intensive support packages. The support packages offered to young people include support for families aiming to improve the lives of individuals and the community as a whole.

The position is based at Frankston. This team sits within Melbourne City Mission's Homelessness and Family Services portfolio and forms part of Youth and Early Intervention Homelessness Services that consists of the following programs:

- Detour
- Finding Solutions

Detour

Youth Coach/case manager Position Description

- Western Reconnect
- Finding Solutions Plus
- Restart
- Creating Connections
- Adult Homelessness Services
- Rough Sleeper Initiative

POSITION PURPOSE

Detour identifies and addresses the root-causes of homelessness risk factors for young people, going deeper than the presenting circumstances. Providing access to integrated services with individually tailored support packages, Detour actively diverts young people away from homelessness, fast-tracking them back into the community. Through Detour, a collaborative service network provides extended family, school and community support; replacing homelessness sector reliance with community connection.

This position operates at the Self Leadership level in the MCM Leadership Capability Framework.

POSITION DUTIES AND RESPONSIBILITIES

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

- Provide effective early intervention strategies for “at risk” young people and their families, in conjunction with the Detour team, partners and service providers.
- Provide effective case management and outreach utilising best practice principles whilst working with the young people we support to return to their community of origin and family, where possible.
- Plan, deliver and co-facilitate group work initiatives.
- Work collaboratively with welfare and teaching staff in local schools to identify and support at risk young people.
- Develop and maintain collaborative, effective, and integrated working relationships with other service providers and community agencies and provide advocacy where required.
- Maintain an up-to-date knowledge of youth support programs including services that provide homelessness responses to young people.
- Support, develop and facilitate community development initiatives.
- Complete regular reporting, data collection, and record keeping.
- Participate in regular supervision, meetings, performance appraisals, and training as required.
- Participate in state-wide Detour meetings, as required, which may include overnight travel.
- Positively influence and contribute to a service and team culture that focusses on meeting the service goals using evidence informed practice and reflective practice.
- Commitment to undertaking a Certificate IV in Coaching to support Detour’s practice framework (where applicable)
- Ensure services are delivered within the framework of MCM’s policies and procedures, legislative requirements, and meet the relevant service standards.

Detour

Youth Coach/case manager Position Description

- Perform other duties and responsibilities as directed by Team Leader.
- Travelling to different site locations might be required
(Northern/Southern/Western/Eastern/Central parts of Melbourne)

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

Essential Criteria

- Bachelor of Youth Work, Social Work, or a related discipline.
- An understanding and experience with the youth homelessness sector and/or mainstream services, including knowledge of patterns, trends and systemic issues.
- Demonstrated experience working within a case management framework.
- Knowledge of coaching, attachment and/or trauma informed practice.
- An understanding of key issues as it relates to youth homelessness and family breakdown.
- Ability to build and maintain positive relationships and communicate with people of diverse backgrounds and abilities.
- Demonstrated ability to work collaboratively with other organisations in the education and welfare sectors, in formal and informal partnerships, to achieve client outcomes.
- Demonstrated capacity to deliver group work initiatives.
- Demonstrated well-developed written and verbal communication, interpersonal, conflict resolution, negotiation and mediation skills.
- Ability to work autonomously and as part of a team.
- Computer literacy with the ability to use relevant information technology, electronic recording systems and data management tools.
- An understanding of the requirements for ensuring child safety.

Detour

Youth Coach/case manager Position Description

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:

- Significant experience in working with and providing case management to young people and their families, particularly within the context of early intervention and youth homelessness.
- Extensive knowledge of casework principles.
- Current First Aid & CPR certificate.

POSITION AUTHORITIES

Number of Reports

Direct Reports				Indirect Reports			
Number:	0	FTE:		Number:	0	FTE:	
List Teams / Positions				List Teams / Positions			

Expenditure

Operating:	NA	Capital:	NA
------------	----	----------	----

Other Authorities

Position reports to Team leader, no authorising requirements.

Supervision or Direction Required

This role operates under general direction, with the expectation that the employee exercises a high degree of professional autonomy, judgment, and initiative in their day-to-day work. The incumbent is responsible for managing their workload, decision-making within program guidelines, and escalating matters when appropriate. Regular supervision is provided by the Team Leader through scheduled reflective supervision sessions, team meetings, and performance development processes.

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 Detour program.

Detour

Youth Coach/case manager Position Description

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

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 including coordination of a Young person's Care Team. Examples include:

- | | |
|-------------------------------|--|
| Internal Relationships | <ul style="list-style-type: none"> • Employees from Youth and Family Homelessness Services • Employees from Organisational Development • Employees from People and Culture • Employees from Properties and Facilities |
| External Relationships | <ul style="list-style-type: none"> • Secondary school wellbeing teams and staff members • Mental health services • Alcohol and Other Drugs (AOD) service providers • Specialist Family Violence Service providers • Employment Services • Primary and Allied Health Service providers • Child Protection (DFFH) • Other youth services |

OUR VALUES

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

We are inclusive and accepting of difference

Detour

Youth Coach/case manager Position Description

Together	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

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

Detour

Youth Coach/case manager Position Description

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.