

POSITION:	Case Worker (Ongoing)
CLASSIFICATION:	SCHADS Award Level 4 – Melbourne City Mission Enterprise Agreement
REPORTS TO:	Team Leader - Community Integration and Accommodation Options
DATE UPDATED:	December 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

Community Integration and Accommodation Options (CIAO) Program Caseworker

The CIAO program consists of 2 programs: Lead Tenant and Targeted Care Packages.

Lead Tenant Program is a supported accommodation program for young people aged between 16 and 18 years who are subject to a Child Protection Order and are transitioning to independence from out-of-home care. The program aims to provide a stable environment where young people can develop the skills necessary to achieve their goals, with the support of MCM's staff and volunteer team. The CIAO program comprises four properties in Melbourne's Northwest, with each property housing 2 young people and 2 live in volunteer mentors.

Targeted Care Packages (TCPs) are tailored funding packages developed around individual young people under the age of 19 who are on a child protection order. Each package is different and flexible, and includes case management, brokerage, support and accommodation (where needed). Young people with TCP support can be living in a range of different settings including family homes, kinship care and independent living. The purpose of the package is to support young people to successfully transition away from out-of-home care services and into independence.

POSITION PURPOSE

The CIAO Caseworker provides structured, intensive, trauma-informed support to young people transitioning from Out of Home Care into independent living through the Lead Tenant Program and Targeted Care Packages (TCP).

This position exists to enhance the safety, stability, and positive developmental outcomes of young people by delivering flexible, client-centred case management, outreach, and support planning—aligned with individual goals and care plans, including the development of independent living skills—while also coordinating care and contributing to continuous service improvement under the direction of the Team Leader.

The Caseworker works collaboratively with care teams, external providers, and internal staff to ensure the holistic needs of young people are met. The role may also support the induction and supervision of new staff or students, contribute to internal training, and play a key role in care team coordination and service development. Additionally, the Caseworker supports the implementation of quality improvement initiatives and ensures compliance with relevant legislative and contractual requirements in the delivery of services.

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

POSITION DUTIES AND RESPONSIBILITIES

Client Support and Case Management

- Working under the direction and supervision of the Team Leader, the Caseworker exercises sound judgment and initiative within established service guidelines to provide high-quality, client-focused support to young people engaged in the Lead Tenant Program and Targeted Care Packages.
- The role involves managing a caseload, liaising with key stakeholders, coordinating care team meetings, and ensuring timely and accurate reporting and documentation.
- Responsibilities include providing trauma-informed, flexible, and client-centred case management and outreach support tailored to individual goals and care plans, including living skills coaching and practical assistance to support young people transitioning from Out-of-Home Care into independent living.

Documentation and Compliance

- Maintain comprehensive case notes, complete initial and ongoing assessments, ensure risk assessments and client alerts are current, and directly participate in case planning and reviews as part of LAC processes, including participation in case planning and reviews.
- Uphold quality recordkeeping and adhere to incident management, crisis response, and client complaint procedures in line with funding and organisational requirements, ensuring compliance with relevant legislation and best practice standards.

Coordination and Communication

- Take primary responsibility for coordinating and facilitating care team meetings, driving collaborative decision-making and service integration.
- Directly liaise with families, guardians, internal staff, external providers, and community organisations to coordinate holistic support for clients.
- Support the induction and contribute to the supervision of new staff and students, under the direction of the Team Leader, to enhance team development, capability and knowledge sharing.

Decision-Making and Delegations

- Make decisions regarding caseload management, client prioritisation, and engagement strategies within the limits set by the MCM Delegations Framework.

- Directly apply trauma-informed and client-centred approaches to complex situations, exercising discretion and initiative while escalating critical issues to the Team Leader.

Quality Improvement and Service Development

- Contribute to the evaluation of service effectiveness and identify opportunities for continuous improvement in service delivery.
- Contribute to the co-design of services by upholding the voice of young people in care and embedding inclusive, anti-oppressive, and trauma-informed principles within practice and team culture.

Leadership and Professional Development

- Operate at the Self Leadership level of the MCM Leadership Capability Framework by taking accountability for personal performance and professional growth.
- Support and occasionally lead training delivery and service improvement projects, actively promoting a safe, respectful, and inclusive workplace culture.

Financial and Resource Management

- Directly manage program resources and minor budgets related to client expenses within delegated limits, ensuring accountability and compliance.
- Take direct responsibility for the ethical and efficient use of organisational equipment, technology, and housing resources assigned to the Caseworker role.

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:

- Tertiary qualification in Community Services, Youth Work, Social Work, or a related field; or a relevant certificate (e.g., Certificate IV or Diploma in Community Services or Youth Work) with relevant experience.
- Proficiency in case management practices, including assessment, care planning, goal setting, risk management, and documentation, with demonstrated ability to engage and support young people with complex needs.

- Capacity to work both autonomously and collaboratively within a multidisciplinary team environment, demonstrating initiative and accountability.
- Strong communication, organisation, and time management skills, with demonstrated competency in using technology for documentation, communication, and data entry.

Desirable:

- Understanding of key service systems and relevant legislation, including Child Protection, mental health, disability, alcohol and other drugs (AOD), housing, and physical well-being; and how these influence the care and support of young people.
- Demonstrated ability to build and maintain collaborative relationships with internal and external stakeholders, including families, service providers, community organisations, and government departments.
- Technological competency, including experience using client information systems such as CRIS/CRISP, and an aptitude for learning new systems and tools to support efficient casework.
- Experience contributing to service development, reflective practice, or continuous improvement projects within youth, out-of-home care, or community service settings.

Essential Safety Screening Requirements:

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

POSITION AUTHORITIES

Number of Reports

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

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 through scheduled reflective supervision sessions, team meetings, and performance development processes. Support and guidance from the Team Leader are available as needed, particularly in complex or high-risk situations.

Planning

The employee will be expected to manage their own time and establish goals and objectives in alignment with program priorities and client needs, subject to approval from the Team Leader. The role involves implementing case plans, service responses, and short-term projects within the scope of the Lead Tenant and Targeted Care Package programs. The employee contributes to the delivery of program objectives and may provide input into broader planning processes but does not hold responsibility for controlling a program or setting organisational strategy.

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 direction.

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. They may contribute to reviews of procedures and program delivery through reflective practice, supervision, and team meetings. The role also includes providing routine information and observations to the Team Leader to support program development and service improvement.

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"> • Team Leader CIAO • Senior Worker CIAO and CIAO team • Team Leaders and staff from The Foyer, Better Futures and Housing First teams. • Child Protection (DFFH) • Placement coordination unit (DFFH) |
| External Relationships | <ul style="list-style-type: none"> • Targeted Care Package team (DFFH) • This position will actively liaise and network with a range of external service providers, organisations and stakeholders within the community, with a 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. |

OUR VALUES

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

We are inclusive and accepting of difference

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

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.