

POSITION:	Family Support Worker – Early Links
CLASSIFICATION:	SCHADS Award Level 4 – Melbourne City Mission Enterprise Agreement
REPORTS TO:	Operations Manager – Family Services
DATE UPDATED:	January 2026

ORGANISATIONAL ENVIRONMENT

MCM is a leading community support organisation working alongside Victorian communities and families and individuals to live the life they aspire to, their way, providing a broad range of support in homelessness, family services, disability, palliative care, youth housing, community services, family violence, education and inclusive employment service areas. MCM is a leading provider of specialist services for young people experiencing homelessness, providing wraparound support so they can transition to autonomy and their positive pathways of choice.

MCM comprising MCM Services, Hester Hornbrook Academy, MCM Housing and Quantum Support Services work together to disrupt disadvantage and create positive change for Victoria's most vulnerable people.

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 LGBTIQA+ 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

MCM's Family Services Programs are part of the Homelessness and Family Services Division. Funded through a range of sources, these programs deliver high-quality services that enhance the safety and wellbeing of children and families. The Early Links programs provide early intervention and prevention support to families with children aged 0–12 years in the Merri-bek and Brimbank local government areas. In addition, Early Links works across other MCM program areas, supporting families with young children and building family capacity where needed.

POSITION PURPOSE

Under the direction of the Operations Manager – Family Services, the Family Support Worker is responsible for planning, delivering and evaluating tailored supports for families. This includes facilitating evidence-based group programs and providing one-to-one parenting support in line with relevant work plans and funding requirements. The role also involves building strong professional networks and actively promoting Early Links activities to service providers and community members.

POSITION DUTIES AND RESPONSIBILITIES

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

Client Support

- Plan, promote and deliver best-practice, group-based programs and activities for children, parents and families.
- Encourage and support active family participation in group programs and activities.
- Provide short-term one-to-one parenting support in line with established case management procedures, methods and guidelines.
- Develop, collate and distribute resources and information that support parents in their parenting role.
- Provide supported referrals to appropriate community and professional services.

Networking and program promotion

- Build and maintain positive working relationships with service providers and actively represent and promote the Early Links program within community and professional networks.
- Participate in relevant meetings, debriefing, supervision and training sessions and forums.

Administration and reporting

- Maintain accurate and timely case notes and group records in accordance with program procedures and funding requirements.
- Complete regular data collection, evaluation, reporting and record-keeping tasks as required under relevant funding agreements.
- Contribute to the preparation of funding acquittals, reports and funding applications.
- Manage incoming referrals and maintain program waiting lists.
- Contribute to program reviews, development, and continuous improvement initiatives

Responsibilities and Conduct

- Provide a safe and secure healing-oriented environment for all participating children and families.
- Show care, respect and a commitment to confidentiality in all interactions.
- 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

- A minimum diploma-level qualification and relevant experience in Community Services, Early Childhood, Family Services or a related field.
- Demonstrated understanding of trauma-informed practice, child development, parenting and family functioning.
- Sound understanding of the family services system, including key trends, patterns and systemic issues impacting families.
- Proven ability to plan, coordinate and facilitate group-based activities and evidence-based parenting programs for children and families.
- Demonstrated understanding of, and experience working within, a case management framework.
- Knowledge of available community and professional supports, and the ability to provide appropriate referrals for children and families.
- Experience in data collection, evaluation and outcomes reporting.
- Strong interpersonal and communication skills, with the ability to build and maintain effective working relationships with individuals from diverse backgrounds and abilities.
- Proven ability to establish and sustain professional networks with relevant service providers and promote programs within the community.
- Demonstrated capacity to engage families with complex needs and adapt programs and supports to respond to the varied needs of participants.
- Well-developed communication, problem-solving and negotiation skills across verbal, written and interpersonal contexts.
- Ability to work under general direction while applying established procedures, guidelines and work practices.
- Demonstrated ability to work flexibly and effectively manage competing priorities
- Computer literacy, including proficiency in Microsoft Office applications

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

Desirable:

Experience in and certification to deliver group-based parenting programs such as Tuning into Kids, Bringing up Great Kids, DRUMBEAT, the Parent-Child Mother Goose Program and Circle of Security Parenting.

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 supervision sessions, team meetings, and performance development processes. Support and guidance from the Operations Manager are available as needed, particularly in complex or high-risk situations.

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:

Internal Relationships	Employees from MCM's Homelessness, Justice & Family Services division
External Relationships	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

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