

Homes First

Team Leader Position Description

POSITION:	Team Leader, Homes First
CLASSIFICATION:	Social, Community, Homecare and Disability Services (SCHADS) Award Level 6
REPORTS TO:	Operations Manager, Homes First
DATE CREATED:	February 2026

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 Team Leader role is part of the Homes First team within the Youth and Families portfolio of MCM Services.

Homes First is an innovative five-year program based across the Local Government Areas of Brimbank/Melton and Hume/Merri-bek regions.

During the COVID-19 pandemic, the From Homelessness to a Home (H2H) program was implemented as a landmark investment in scaling up a program based on Housing First principles. As part of the 2023-24 State Budget, \$48 million over 4 years was allocated to continue the H2H program under a revised Funding approach - Sustained Solutions for Housing First To End Rough Sleeping to be known as the Homes First program.

Homes First is one of a suite of programs to support people sleeping rough and experiencing persistent homelessness. Our support model includes allied health, specialist housing, assertive outreach, therapeutic supports, early intervention & prevention services, legal, education and employment support.

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POSITION PURPOSE

The Team Leader is a key member of the Homes First team, their role is to supervise and lead both the North and West region. The Homes First team is made up of multidisciplinary group, including a Dual Diagnosis Clinician, Family Violence Specialist, therapeutic practitioner, and multiple Case Managers.

The Team Leader will be required to work in collaboration with the Operations Manager to lead the ongoing development of strong relationships with all Access Points, DFFH, Homes Victoria, relevant local allied health care and community providers that meet the client's needs, as well as other local homelessness support services to ensure they are connected to the program.

The role will be responsible for the provision of high quality support, supervision and oversight of the team.

The Team Leader role is a maximum term contract (24 months) within the Homes First program. They will maintain a person-centred, trauma informed approach throughout all aspects of the role. Supervision and leadership will be consistent with MCM's Healing Orientated Framework, and trauma informed practice

POSITION DUTIES AND RESPONSIBILITIES

People Leadership

- Provide regular supervision, guidance and debriefing to multidisciplinary team members in line with MCM's policies.
- Support the identification of practice gaps, training and professional development opportunities for direct reports.
- Contribute to the recruitment, induction, support and mentoring of new staff members to ensure they are meeting expected program and organisational standards.
- Positively influence and contribute to a service and team culture that focuses on meeting the service goals using evidence informed practice and reflective practice.
- Provide support to students completing placement with Homes First, sharing knowledge/practice skills and contributing to a positive working environment that is conducive to learning.
- 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.

Direct Support

- Effectively monitor risk and support the team in making required notifications, while helping them understand and apply work practices that ensure compliance with relevant policies, procedures, and scope of practice.
- Effectively support team members to provide high quality support to vulnerable people, through application of the Housing First principles and Homes First guidelines

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- Support the Homes First Team to engage with program participants and advocate on their behalf with other agencies to ensure access and delivery of services.
- Facilitate access within the multidisciplinary team to relevant specialist support services, including health, mental health, AOD and therapeutic interventions and where appropriate to external specialist services in accordance with the client directed case plan.
- Maintain an update to date knowledge of MCM's programs and relevant external service providers to ensure an integrated service response is provided to the people we support.

Reporting and Learning

- Complete regular reporting, information and data collection, and quality improvement activities, including updating procedures.
- Maintain accurate files, case notes and databases using relevant platforms and systems in a timely manner.
- Ensure rosters and time & attendance data is current and up to date.
- Oversee with the Operations Manager, the financial documentation and coding of all outgoing expenses.

Collaboration

- Participate in and with the Homes First leadership team and greater portfolio to evaluate service delivery and highlight potential improvements that could enhance service delivery, safety and effectiveness.
- Represent Homes First and MCM at relevant network meetings, forums and training.
- Participate in, and facilitate, meetings, debriefing, supervision, training, and forums. This may involve flexibility to attend outside usual working hours, as agreed with the Operations Manager.

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.

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KEY SELECTION CRITERIA

Essential Criteria

- Bachelor level qualifications in youth work, social work, mental health or other related fields.
- Experience of staff leadership, supervision and coaching in a complex service delivery environment.
- An extensive understanding of the adult service system with knowledge of patterns, trends and systemic issues
- Strong ability to build and maintain positive relationships, including problem solving and communicating with people of diverse backgrounds and abilities.
- Demonstrated ability to develop your own capabilities and improve performance, with guidance from supervisors.
- Strong written communication skills.
- Ability to perform regular travel between MCM West (Braybrook) and North (North Fitzroy) sites is required. Travel within metropolitan Melbourne to support clients and staff is also requested (fleet vehicles are available for staff use).

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 Criteria

- Demonstrated experience working within a case management framework.
- An extensive understanding of the homelessness service system with knowledge of patterns, trends, systemic issues and best practice principles when working with people experiencing homelessness.
- Computer literacy, including proficiency in Microsoft Office and client databases.
- Knowledge of the legislative requirements when working with at risk young people, including Child Safety Standards.

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Number of Reports

Direct Reports				Indirect Reports			
Number:	6-9	FTE:	8	Number:		FTE:	
List Teams / Positions	Homes First – Case Managers Homes First – Family Violence Practitioners Homes First - Dual Diagnosis Practitioners			List Teams / Positions			

Expenditure

Operating:	Not applicable	Capital:	Not applicable
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Other Authorities

Supervision or Direction Required

This role will be provided regular supervision and general direction by the Homes First Operations Manager.

Planning

The employee will be required to:

- Manage their own time
- Establish their own goals and objectives subject to approval
- Establish goals and objectives for direct reports

Freedom to Act

The employee will have the authority to:

- Apply knowledge, experience and training where policy and procedures are limited.

Assistance to Higher Level

The employee may be required to:

- Advise specific people about routine matters
- Contribute to review of routine processes

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 Youth and Family Homelessness Services
- Employees from Organisational Development
- Employees from People and Culture
- Employees from Properties and Facilities

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External Relationships

- North-West region homelessness service providers and networks
- Primary and allied health service providers
- Mental Health service providers
- Specialist Family Violence service providers
- Alcohol and Other Drugs (AOD) service providers
- Open Doors Access Points

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

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.

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- 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.