

POSITION:	Reconnect Case Manager- Part-time Fixed Term
CLASSIFICATION:	SCHADS 4
REPORTS TO:	Team Leader
DATE CREATED:	March 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 Case manager position will provide case management in the Reconnect team.

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

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

POSITION PURPOSE

The purpose of the position is to provide case management to young people and their families as part of the Reconnect team and to provide group work in schools or other community settings for young people.

Reconnect is a prevention and early intervention program that provides support for 3- 6 months with family mediation, counselling and case management support to young people aged 12 to 18 years who are at risk of becoming homeless and their families (or newly arrived young people from CALD backgrounds aged 12-21). The program aims to support young people to stabilise and improve their housing situation and improve their level of engagement with family, education, training employment and their local community. The program services the local Government areas of Brimbank, Maribyrnong, Moonee Valley and Melbourne.

POSITION DUTIES AND RESPONSIBILITIES

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

- To manage a small caseload of clients using innovative and effective case work practice
- To provide a holistic response to young people and their families to address relationship conflicts and the underlying issues that may lead to conflict
- To provide outreach to young people and their families in their own settings
- Develop and facilitate group workshops for young people who are disengaged from education, employment and training, experiencing family conflict or family violence or at risk of homelessness
- Engage with community organisations and schools and actively promote Reconnect and other MCM services through regular contact and/or outposts
- Participate in key forums, networks and meetings.
- Maintain an up-to-date knowledge of youth support programs including services that provide homelessness responses to young people.
- To develop cohesive and collaborative working relationships with allied services, networks and stakeholders
- To respond appropriately to referrals from CALD, Aboriginal or Torres Strait Islander communities
- To participate in the development and implementation of program procedures and systems for Reconnect to assist in the delivery of an effective and efficient service
- To maintain accurate case files, data and statistics collection according to policies and procedures
- To collect feedback responses from clients and key stakeholders
- To actively participate in fortnightly supervision sessions with Team Leader
- To actively participate in team meetings
- Participate in meetings, debriefing, supervision, training, and forums.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards
- Perform other duties and responsibilities, as directed by the Reconnect and Detour Western Team Leader or delegate
- MCM is committed to the safety of its clients and employees, taking a zero-tolerance approach to violence within the workplace, abuse, including child abuse and abuse of people with disability. All employees are required to comply with the Child Safe Standards.

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:

- Bachelor qualifications in Social Work, Youth Work or related fields
- Demonstrated experience working within a case management framework
- Demonstrated experience and understanding of theory and practice as it relates to early intervention within the context of youth homelessness
- Demonstrated ability to develop and facilitate group workshops and deliver group work initiatives for young people
- Demonstrated understanding of the issues that affect young people and their families experiencing conflict and family violence
- Experience and ability to develop cohesive and collaborative working relationships with allied services, networks and stakeholders.
- Well-developed communication, negotiation, interpersonal and conflict resolution skills
- High level of initiative and time management and the ability to work independently and part of a team
- Demonstrate that Child Safety is a primary part of everyday thinking and practice.
- Strong administration skills and computer literacy
- Satisfactory completion of safety screening including a National Police check, International Police check (if required) a current Victorian Working with Children Check (Employee), current Victorian Drivers Licence, and the right to work in Australia.

Essential Safety Screening Requirements:

- Proof of Identity Check
- National Police check
- International Police check
- Current Victorian Working with Children Check (Employee)
- NDIS Worker Screening Check and Clearance Certificate

- Other Professional Registration (eg SPA, OT, etc.)
- Current Victorian Drivers Licence
- Right to work in Australia

Desirable:

- Knowledge and/or experience of family mediation or be willing to be trained in this area
- An understanding of the Child Protection system

POSITION AUTHORITIES**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 Reconnect program.

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. Examples include:

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|-------------------------------|--|
| 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:

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|-------------------|--|
| Together | <p>We are inclusive and accepting of difference</p> <p>We work in highly effective teams and our people are connected across our organisation</p> <p>We engage proactively with others to deliver outcomes</p> |
| Courageous | <p>We speak up constructively in line with our convictions</p> <p>We pursue our goals with determination</p> <p>We are passionate about our advocacy role</p> |
| Curious | <p>We are inquisitive and ask why</p> <p>We challenge the status quo</p> |

	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.