



**POSITION:** Finding Solutions Case Manager  
**REPORTS TO:** Team Leader - Restart, Finding Solutions and Finding Solutions Plus  
**DATE:** 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, Early Years, 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. Our Healing Oriented Framework guides us in our trauma informed knowledge to enhance trauma responsiveness across all programs and deepens the capacity of teams and services in complex environments to provide healing-oriented care.

MCM is a child safe organisation and child safety is at the forefront of our program delivery. Our guidelines ensure that Child Safety is a primary part of everyday thinking and practice. All employees and volunteers have an obligation to ensure we keep children safe from harm and abuse.

Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way

## JOB CONTEXT

The Homelessness, Justice and Family Services division of MCM supports people experiencing or at risk of homelessness and has four Conceptual domains:

- Accommodation
- Youth and Family Homelessness
- Frontyard Youth Services
- Family Services

The Finding Solutions program is based at our Braybrook site and sits within the Youth Early Intervention and Homelessness portfolio and is one component of our Early Intervention services.

Finding Solutions works across the North and West metropolitan regions of Melbourne, with referrals into the program coming from Child Protection and The Orange Door.

## JOB PURPOSE

Finding Solutions provides a rapid response to young people and their families in the North/West metropolitan region in order to prevent family breakdown and entry to the Child Protection and Out-of-Home Care system.

The Program aims to:

- Divert young people at risk of entering out-of-home care to community- based services
- Provide innovative service responses to young people and their families which will include the use of mediation interventions, to reduce the need for out-of- home care and which supports and strengthen the family relationship.
- Provide support to parents and young people that assist them to identify and resolve behaviours and/or issues that are placing their relationships at risk of breaking down, and which eases tension in the family without severing links or reducing parent's capacity to care for the young people.

## JOB OBJECTIVES

This position sits within a multidisciplinary team and duties may vary according to the changing needs of the organisation. Duties of this role may include but are not limited to the following:

- Provide high quality young person-centred, family focused case management responses to clients using innovative and effective case work practices.
- Provide outreach support to young people and their families in their own settings that enables them to achieve their goals.
- Develop, maintain and review care plans that help young people create positive and sustainable pathways and relationships within the family.
- Provide short term, holistic responses to young people and their families to address relationship conflicts and the underlying issues that may lead to conflict.
- Provide case-coordination and support to young people helping them to explore and access additional supports as identified.
- Provide families with practical and emotional support, coaching and skill building and connections to social and economic resources.
- To participate in a duty system that receives referrals from Child Protection and The Orange Door.
- Actively promote the Finding Solutions program and its activities with key stakeholders.
- Participate in key forums, networks and meetings.
- Maintain an up to date knowledge of youth support programs including services that provide Early intervention responses to young people.
- Build strong relationships with other service providers and the wider community to support pathways and opportunities for young people.
- Engage specialists to support and address families' needs as required, including therapeutic, family violence and mental health supports.
- Maintain high quality and accurate files, case notes and databases.
- Strong organisational, interpersonal and time management skills.
- Participate in ongoing professional development and supervision.
- Undertake administrative duties as required.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.
- 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.

- Perform other duties and responsibilities as directed by Team Leader.

## KEY RELATIONSHIPS

<b>Internal Relationships</b>	<p>Finding Solutions may have relationships with staff from a range of Melbourne City Mission program areas, dependant on the needs of the people they are supporting. Some examples may include:</p> <ul style="list-style-type: none"><li>- Staff from Detour and Western Reconnect</li><li>- Staff from Homelessness &amp; Justice division</li><li>- Family Reconciliation Mediation Program (FRMP)</li><li>- Staff from Corporate Services and People &amp; Culture</li></ul>
<b>External Relationships</b>	<p>Finding Solutions staff will actively liaise and network with a number of external service providers organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to those people they support. Examples include child protection, The Orange Door, schools, community agencies, specialist and allied health services such mental health and AOD providers and youth justice services.</p>

## KEY SELECTION CRITERIA

### Qualifications / Experience Essential:

- Bachelor of Youth Work, Social Work, or a related discipline.
- Demonstrated knowledge of Child Protection and Out-of- Home Care system.
- Experience in working with young people and families who at risk of Child Protection interventions/notifications.
- Sound understanding of the issues facing vulnerable parents which impact on their ability to ensure the safety and wellbeing of their children.
- Demonstrated experience and confidence in working with parents of adolescents to enhance parenting skills and build their capacity for effective support.
- An understanding and experience with the youth homelessness sector and/or mainstream services, including knowledge of patterns, trends and systemic issues.
- Demonstrated ability to work collaboratively with other organisations, in formal and informal partnerships, to achieve client outcomes.
- Demonstrate that Child Safety is a primary part of everyday thinking and practice.
- Demonstrated well-developed written and verbal communication, interpersonal, conflict resolution, negotiation and mediation skills.
- Ability to build and maintain positive relationships and communicate with people of diverse backgrounds and abilities.
- Ability to work autonomously and as part of a team.
- Computer literacy
- Appointment to this position is subject to the satisfactory completion of a National Police Check, International Police Check (if applicable), current Victorian Working with Children Check, current Victorian Driver's Licence and the right to work in Australia

## ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

### Workplace Health & Safety:

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

### Client Wellbeing and Safety:

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect.

### Operational Accountability:

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

## COMPLIANCE

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- Satisfactory completion of safety screening including a current Working with Children check, National Police check, International Police check (if required), and the right to work in Australia.

## LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
<b>PARTNERSHIPS</b>	<b>Customer Focused</b> We do our best work when we understand people and enable them to direct their own lives. We partner with others to provide access to what they need locally.
<b>PARTNERSHIPS</b>	<b>Collaboration &amp; Cooperation</b> Seeks to find the right solution for all. Stays connected and works together with colleagues and customers to achieve great things.

<b>REPUTATION</b>	<b>Disrupting Disadvantage</b> Promotes fairness and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.
<b>PEOPLE</b>	<b>Resilience &amp; Bounce Back</b> Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.
<b>PEOPLE</b>	<b>Builds Capability &amp; Realises Potential</b> Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.
<b>PEOPLE</b>	<b>Safety First</b> Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.

## OUR VALUES

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

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