

<b>POSITION:</b>	Team Leader
<b>CLASSIFICATION:</b>	Level 6
<b>REPORTS TO:</b>	Operations Manager Intensive Youth Services
<b>DATE CREATED:</b>	May 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, 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 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 Homelessness, & Family Services division supports people experiencing, or at risk of homelessness, and families at risk of poorer outcomes and progression to greater forms of disadvantage. The division provides a range of services aimed to prevent or reduce the impacts of homelessness, and family cycles of disadvantage through provision of evidence based, high quality, effective interventions.

The Homelessness, Justice & Family Services division consists of four conceptual domains:

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

Frontyard Youth Services is a specialist youth service providing a range of multidisciplinary programs to meet the holistic needs of young people aged between 12 and 25 years who are at risk or experiencing homelessness. Frontyard aims to support young people to meet their physical, emotional and social needs and to develop pathways out of homelessness. Many of the services at Frontyard work with young people across greater Melbourne and throughout Victoria.

Frontyard's support model includes a suite of primary and allied health, specialist housing, assertive outreach, therapeutic supports, early intervention & prevention services, legal, education and employment support. Additionally, Frontyard's 17 bed refuge Circuit Breaker operates 24/7 and provides higher intensity supports, including enhanced mental health, drug and alcohol, family violence, and therapeutic supports, to respond and creatively engage those young people experiencing the most complex barriers to sustainable housing options.

## POSITION PURPOSE

This position operates at the People Leadership level in the MCM Leadership Capability Framework.

The purpose of this position is to lead a team of case managers in the delivery of rapid engagement, culturally safe, flexible, and holistic case management services to young people experiencing homelessness and who may have experienced:

- Require housing and specialist homelessness support and/or
- Family violence or intimate partner violence, and/or
- Who may be pregnant or parenting, and/ or
- May identify as a young woman and experience crisis. The Team Leader oversees a comprehensive monitoring and evaluation framework and flexible funding to meet young people's needs and goals. They must ensure that the required targets are met for all funded activities, budgets are managed as required, and the quality of services delivered are in line with the program's service agreement with Department of Family, Fairness and Housing (DFFH), and relevant legislation and service standards.

This position also provides operational oversight and support to the Hume Assertive Youth Outreach Program which provides assertive support, advocacy and referral to young people who are disengaged or at risk of disengagement across Hume LGA to assist them to navigate life's challenges and enhance their wellbeing.

## POSITION DUTIES AND RESPONSIBILITIES

- Provide direct leadership and support to a diverse group of team members who receive referrals for the different funded activities, including the provision of practical advice for the case managers.
- Oversee the provision of referrals and caseload management to the Team and best practice, healing oriented case management responses to young people allocated to the Team.

- Provide secondary consult to staff working with young people with multiple and complex needs and support them to develop advanced care, safety, and risk plans, including FV risk plans to meet their needs throughout their service provision including in crisis.
- Provide support, guidance and direction to the Senior Worker Intensive Case Management.
- Provide best-practice leadership and specialist case practice advice relating to pre and post-natal care, family preservation and child reunification, specialist homelessness services, gendered practice, and family domestic violence, and collaborative practice approaches to the case managers.
- Work with the IYS Operations Manager to develop and maintain an ongoing recruitment approach that attracts and retains high-quality staff.
- Develop, maintain, and leverage external partnerships to ensure the support of children, young people, and their families.
- Continually develop, maintain and role model a positive workplace culture.
- Contribute to service development and continuous improvement, measurement, tracking, and reporting.
- In conjunction with the IYS Operations Manager, monitor review and analyse budgets and operational functions.
- Contribute to a positive and safe work culture, including driving the Integrated Frontyard approach and one practice method methodology.
- Participate in, and facilitate, meetings, debriefing, supervision, training, and forums.
- Perform other duties and responsibilities, as directed by the Operations Manager or delegate.

### **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 all aspects of MCM's Cybersecurity strategy and associated procedures, guidelines and required professional standards and practices.
- Ensure staff are aware of the Cybersecurity strategy and how it applies to their role.
- 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

- Bachelor qualification in Youth Work, Psychology or Social Work or a related tertiary qualification.
- Demonstrated experience leading, implementing and improving programs for young people who have complex needs such as homelessness, family and or/intimate partner violence, homelessness, mental health presentation or AOD related issues.
- Demonstrated experience developing, managing, and leading a multidisciplinary team within the child, youth, and family services sector, including the ability to accurately assess staff competencies, strengths, and areas of opportunity for the intention of professional learning and development.
- Sound understanding of specialist homelessness services, maternal pregnancy care pathways, family violence frameworks, key child development and the factors that can impede a young people's development, and an understanding of the issues facing vulnerable parents in their ability to ensure the safety and wellbeing of their children.
- Significant experience in working within a case management framework.
- An extensive understanding of and commitment to a trauma informed, healing oriented approach to service delivery.
- Ability to build and maintain positive relationships and communicate with people of diverse backgrounds and abilities.
- Extensive knowledge and experience within the child, youth, and family services sectors, and of the child protection system, court orders and mainstream support services.
- Demonstrated understanding of key Victorian policies that will impact on service system development across child, youth, and family sectors.
- Knowledge of relevant legislation, such as the Child Safe Standards.
- Excellent communication and critical thinking skills encompassing interpersonal, verbal and written and negotiation skills.
- Demonstrated ability to think laterally and develop innovative responses to identified issues.
- Significant experience in collection, analysis, and reporting of data, including demonstrated technical capability in information systems and database management.
- Computer literacy, including proficiency in using databases, client management systems and the Microsoft suite of programs.
- Demonstrated capacity to work flexibly, including flexible hours, and ability to manage competing demands.

### 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:	9	FTE:	5	Number:		FTE:	0
List Teams / Positions	Intensive Case Managers x5 Senior Worker x1 Assertive Youth Outreach Workers x2 P/T Assertive Youth Outreach Peer Worker x1 P/T			List Teams / Positions			

### Other Authorities

- *Authorising Program invoices and payments*
- *Purchasing for program within budget guideline*
- *Recruitment for Program staff*
- *Provision of reports for funding bodies*

### Supervision or Direction Required

- Receives formal supervision every fortnight from Frontyard Operations Manager.
- Receives general direction from Head of Youth Homelessness.

### Planning

- Manage their own time.
- Establish their own goals or objectives subject to approval.
- Establish goals and objectives for other employees.
- Implement & manage projects.
- Controls a program or significant area.
- Implement organisational & program goals.

### Freedom to Act

- Has authority where directions and procedures are silent.
- Can apply knowledge, experience, training.
- Can make leadership decisions limited by policy and budget.
- Can implement organisational policy, strategy, or decisions subject to CEO or Board, etc.

### Assistance to Higher Level

- Can provide routine & specialist information.
- Advises specific people about routine matters.
- Contributes to reviews of routine processes.
- Provides technical or specialist or multi-disciplinary advice.
- Contributes to reviews of procedures.
- Provides consultation based on professional knowledge.
- Provides authoritative consultation on policy formulation and strategic direction, etc.

### 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**
- Frontyard Integrated Model Staff
  - Staff across MCM, Hestor Hornbrook Academy, MCM Housing & Quantum Support Services
  - Senior Leadership

- External Relationships**
- DFFH
  - City of Hume Staff
  - External Community Partners and Stakeholders

### 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

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We trust one another

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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.