

**POSITION:** Case Manager - Adult Homelessness Services  
**REPORTS TO:** Team Leader - Adult Homelessness Services  
**DATE UPDATED:** June 2026

## ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a non-denominational organisation that supports thousands of Victorian people and communities to overcome barriers and disrupt disadvantage to live their life, their way.

As a service provider MCM's work is focussed on supporting people to take charge of their own lives and participate fully in community life. MCM's service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; and Palliative Care. 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.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

## JOB CONTEXT

The Homelessness & Family Services division supports people experiencing, or at risk of homelessness, people involved in the justice system 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, incarceration, and family cycles of disadvantage through provision of evidence based, high quality, effective interventions.

The Homelessness & Family Services division consists of five conceptual domains:

- Accommodation;
- Youth and Early Intervention;
- Frontyard Youth Services and,
- Family Services.

The Adult Homelessness Service (AHS) program sits within the Youth and Family Homelessness Services portfolio. The AHS team provides case management and support to adult's (over 18) who are single, partnered and/or families who are homeless or at risk of homelessness in the Western Region of Melbourne.

Case Management - is the provision of high quality, housing focused support to a wide range of adults and families experiencing homelessness and have difficulty securing long-term housing.

This can be short term / crisis intervention (6 week) or longer term. The provision of support can be either to:

- divert people who use our service away from the homelessness service system;
- to support those in acute crisis until more appropriate resources are available or
- residing in Transitional housing or alternative accommodation.

This is done via private rental searches, information, referral and advocacy to a range of housing and other support services. Case managers will work from a client centred, trauma informed and strengths-based framework and be culturally sensitive within their daily practice.

Rough Sleeper Response – is the provision of high-quality support, active outreach and advocacy to people sleeping rough that may need/want support to engage with services to meet their identified needs. This could include but not limited to, support to access Centrelink, health services, emergency accommodation for short respite, housing support etc.

Hospital Outpost- Working collaboratively with onsite social workers, to identify people being discharged into homelessness, and supporting them to complete assessments for short term support.

## **JOB PURPOSE**

The Case Manager – Adult Homelessness, will work as part of a direct service team, to deliver the quality and outcomes targets specified in the program’s service agreement with DFFH.

Adult Homelessness Case Managers are responsible for the provision of high-quality intensive goal directed support and case management services to people experiencing homelessness or at risk of homelessness who may also have complex needs in order to address associated barriers that may have impacted on their housing circumstances and to work towards securing long-term affordable housing.

## **JOB OBJECTIVES**

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

- Effectively manage a caseload through a healing-orientated framework. Utilising creative and innovative pathways to disrupt disadvantage and create pathways out of homelessness.
- Develop advanced goal directed case planning and crisis interventions to meet the needs of people presenting with multiple and complex needs, including risk assessments and safety plans.
- Provide a mixture of outreach, crisis, short-term and case management support to people experiencing homelessness.
- Assist people with complex needs to access ongoing accommodation options, particularly supported accommodation, family reconciliation, private rental, shared housing and social or transitional housing in accordance with the case plan.
- Maintain a caseload of people who use our service, the number of which is dependent on the needs of these people and the intensity of support they require.
- Maintain up to date knowledge of MCM’s programs and relevant external service providers to ensure an integrated service response to people.
- Implement case plan meetings and participate in service coordination.
- Develop and maintain collaborative, effective and integrated working relationships with relevant Opening Doors Access Points and work within the Open Doors Framework (2008) of service provision.
- Deliver high quality intake, assessment and referral processes.
- Utilise secondary consult for assistance with complex clients.
- Participate in meetings, debriefing, supervision, training, and forums. This may involve flexibility to attend outside usual working hours, as agreed with the Team Leader.
- Maintain accurate files, case notes and databases using relevant platforms and systems.
- 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. All employees are required to comply with the Child Safe Standards.

- Perform other duties and responsibilities, as directed by line management.

## 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 of key relationships are detailed in the following table:

- |                               |   |
|-------------------------------|---|
| <b>Internal Relationships</b> | <ul style="list-style-type: none"> <li>• Youth Early Intervention and Homelessness Team Members</li> <li>• MCM Homelessness and Family Services</li> <li>• MCM People and Culture and Corporate Services</li> </ul> |
| <b>External Relationships</b> | <ul style="list-style-type: none"> <li>• Unison</li> <li>• Salvation Army Housing Victoria</li> <li>• Open Doors Access Points</li> <li>• Department of Families, Fairness and Housing (DFFH)</li> </ul>            |

## KEY SELECTION CRITERIA

### Essential:

- A bachelor qualification in youth work/social work or a related tertiary qualification or extensive experience working in the community services sector.
- Demonstrated experience working within a case management framework.
- Understanding of mobile, street based and assertive outreach support and interventions.
- Understanding or experience working with people at risk of experiencing homelessness, including knowledge of healing-oriented approaches.
- Strong passion for working with people and ability to engage people actively and assertively with complex needs.
- An extensive understanding of the homelessness service system with knowledge of patterns, trends, systemic issues, and principles in working with people.
- Knowledge of the legislative requirements.
- Excellent communication and problem-solving skills encompassing interpersonal, verbal and written, and negotiation skills.
- *Provide First Aid* certificate (formerly First Aid Level 2).
- Strong organisational, interpersonal and time management skills.
- Demonstrated capacity to work flexibly and have the ability to manage competing demands.
- An understanding of the requirements for ensuring child safety.
- Computer literacy, including proficiency in the Microsoft suite of programs.
- 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.

**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. All employees are required to comply with the Child Safe Standards.

**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.
- All employees are subject to MCM’s Employment Safety Screening Procedure

**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>	<p><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.</p>
<b>PARTNERSHIPS</b>	<p><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</p>

<b>REPUTATION</b>	<b>Provable Results</b> Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.
<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.
	We speak up constructively in line with our convictions.
<b>Courageous</b>	We pursue our goals with determination. We are passionate about our advocacy role.
	We are inquisitive and ask why.
<b>Curious</b>	We challenge the status quo. We actively explore the alternatives.
	We are transparent and have genuine, honest interactions.
<b>Open</b>	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.
<b>Accountable</b>	We manage within our financial and resource boundaries. We own our outcomes and decisions. We are proud of the work that we do.