

POSITION:	Occupational Therapist - Key Worker - Early Childhood Intervention Services
CLASSIFICATION:	MELBOURNE CITY MISSION HEALTH PROFESSIONALS ENTERPRISE AGREEMENT
REPORTS TO:	Team Leader – Early Childhood Intervention Services
DATE UPDATED:	June 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, providing a broad range of support in Homelessness, Family Services, Disability, Early Childhood Intervention Services, Palliative Care, Education and Mental Health service areas.

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 **MCM Early Childhood Intervention Program** serves as a specialized service dedicated to aiding families with children experiencing developmental delays or disabilities.

- Central to our approach is the recognition of the critical role of early interventions in fostering optimal long-term development.
- We engage in collaborative partnerships with families, valuing their skills, knowledge and involvement.
- Our approach is attuned to their requirements and preferences, by building the capacity of families, providing support, information and resources.
- Within this program, Key Workers specializing in various domains will provide high quality services and supports within a social insurance model, operating within a framework that emphasizes achieving positive outcomes and a return on investment.
- The support delivered will be mutually agreed on by parent/caregiver and service, based on individual child goals and a clear goal achievement plan.

POSITION PURPOSE

The Key Worker will work as part of a team in a transdisciplinary model of service delivery.

- The position is responsible for providing specialist support and service provision to children experiencing developmental delays or disabilities and their families.
- The primary aim is to facilitate development, enhance overall well-being, and foster active engagement within the community.
- The role will operate in partnership with parents/caregivers, families and other significant stakeholders to enhance their knowledge, skills and supports to meet the needs of the child.
- The Key Worker will promote and optimise the child's learning and development to ensure full and active participation in family and community life.
- They will implement service provision under the National Guidelines on Best Practice for Early Childhood Intervention Services and relevant NDIS guidelines.

POSITION DUTIES AND RESPONSIBILITIES

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

Child and Family Support:

- Monitor, evaluate and clearly define child goals to ensure service effectiveness and continuous improvements through regular review.
- Provide ongoing feedback through progress notes, reports and discussion with families/carers in a timely and effective manner.
- Provide support to children and families in the child's environment (home, telepractice, integrated education settings, community support, group focused programs and broader early childhood and school settings).
- Ensure support to children and families is culturally responsive and reflective of the community in which they are a part.
- Work to fulfil service agreement plan set between MCM and the family by working under a billable model.

Occupational Therapy Expertise:

- To utilise skills and knowledge in occupational therapy to provide high quality, family-centred services, employing a strengths-based approach to children experiencing developmental delays or disabilities and their families.
- The ability to demonstrate occupational therapy specific competencies in understanding and analysing the ability of the child in the areas of fine and gross motor, sensory processing, self-care, emotional regulation and equipment needs.
- Administer assessments, develop and implement planning, therapy and other support strategies to achieve high quality outcomes for the child and family.
- Assist with the evaluation and analysis of discipline specific guidelines, policies and procedures, as required.
- Contribute to the supervision of discipline specific students, as required.

Team Collaboration:

- Work within a trans-disciplinary team to provide high quality early intervention or therapeutic supports entered around the goals and priorities of the child and family. This support is delivered within both universal and specialist support services.
- Develop and maintain effective collaborative relationships with key stakeholders with a focus on integrity, respect and accountability.
- Provide support, consultancy and training to broader generic early childhood programs to ensure inclusive practice within the community.

Quality and Compliance:

- Participate in MCM's initiatives, professional development program and professional networks to ensure the highest standard of practice is maintained.
- Be proactive in your learning by participating in monthly supervision, monthly communities of practice and professional development.
- Uphold professional standards by demonstrating best practice and keeping abreast of practice developments, government policy, NDIA policy and statutory requirements
- Adopt a risk management approach to problem solving to assist in identifying issues which may have ramifications for the child, family or broader community in which we work.
- Participate in quality improvements and OH&S practices and initiatives as stipulated by MCM policy and guidelines.
- Ensure own professional development needs are identified and updated as required, whilst maintaining and updating discipline specific skills.
- 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 Manager / Team Leader or delegate.

KEY SELECTION CRITERIA

Essential Criteria

- A tertiary qualification in Occupational Therapy and registration with Australian Health Practitioner Regulation Agency (AHPRA).
- Experience and demonstrable knowledge in the delivery of services within early intervention for children and families following best practice guidelines.
- Working experience and knowledge in typical and atypical childhood development and strategies to facilitate early childhood development within a range of settings.
- Demonstrate the ability to work with specialist therapeutic and child/family support agencies to assist children and families with more complex needs to develop and implement an individualised intervention plan.
- Ability to work both independently and collaboratively with other professionals to enhance the supports provided to children and families.
- A commitment to family centred practice and maximising the opportunities and support provided through generic early childhood services.
- Ability to work independently, to implement effective caseload management strategies.
- Knowledge of the NDIS and ability to work within a billable model.

- Valid driver's licence, own vehicle and the ability to travel within the northern suburbs, western suburbs or regional centres depending on your base.
- Excellent interpersonal, written and verbal skills.
- An understanding of the requirements for ensuring child safety.
- Computer literacy, including proficiency in electronic records and data management tools.

Essential Safety Screening Requirements:

- National Police check
- Current Victorian Working with Children Check (Employee)
- NDIS Worker Screening Check and Clearance Certificate
- Current Victorian Drivers Licence
- Right to work in Australia

POSITION AUTHORITIES**Supervision or Direction Required**

- Requires monthly supervision from a Team Leader and/or Senior Occupational Therapist.
- Day-to-day work is generally under limited direction, with guidance provided through established procedures and regular check-ins.

Planning

- Employee will manage their own time and schedule sessions independently.
- Works closely with the Team Leader to ensure KPIs are met.
- Does not set goals for other employees but contributes to planning for client sessions and simple projects.

Freedom to Act

- Freedom to act is limited by directions and procedures.
- Can apply knowledge, experience, and training to make decisions within scope of practice.
- Initiative is encouraged for problem-solving within established guidelines.

Assistance to Higher Level

- Provides routine information and updates to Team Leader.
- Advises on client progress and contributes to reviews of routine processes.
- Can provide technical or specialist advice related to therapy activities and client engagement strategies.

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"> • MCM ECIS Team (including Key Workers, Allied Health Assistants, Team leaders) • MCM Support Services • Disability Leadership Team |
| External Relationships | <ul style="list-style-type: none"> • Families and caregivers • External service providers (e.g., psychologists, behaviour support practitioners, therapy providers) • Community organisations and stakeholders involved in supporting the child and family |

OUR VALUES

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

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> <p>We actively explore the alternatives</p>
Open	<p>We are transparent and have genuine, honest interactions</p> <p>We listen and hear people's voices</p> <p>We value and respect the autonomy of clients</p> <p>We trust one another</p>
Accountable	<p>We act safely in all our interactions</p> <p>We manage within our financial and resource boundaries</p> <p>We own our outcomes and decisions</p> <p>We are proud of the work that we do</p>

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.