

POSITION:	Family Preservation and Reunification Response (FPRR) Key Worker
CLASSIFICATION:	SCES level 5
REPORTS TO:	FPRR - Team Leader
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 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 Victorian Family Preservation and Reunification Response (the Response) is funded by the Victorian Department of Families, Fairness and Housing (DFFH). The Response enables progress toward the 'Roadmap for Reform: Strong Families, Safe Children' which outlines the Victorian Government's strategy for the reform of the children, youth and family service system.

The Response:

- Is an innovative approach to delivering relational, evidence-informed and coordinated support to vulnerable children and families through a strengthened partnership with Child Protection;
- Embeds evidence-informed practices such as 'The Common Elements Framework to promote strong families – with children who are safe, healthy, resilient, and thriving; and parents and caregivers who are supported to create a safe and nurturing home environment;
- Provides responsive, intensive and sustainable support to children and families where children are at imminent risk of entry to care or where safe reunification is appropriate.

The Response is implemented by MCM in Western Metro and North/East Metro areas of Melbourne. Teams are placed within the Family Services area. Teams intensively support families where children are subject to an unborn report or are birth to 5-years of age.

POSITION PURPOSE

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

The Response Practitioner will deliver rapid, culturally safe, flexible and intensive services to children and families using a case management and care team approach. This includes the provision of therapeutic and trauma-informed supports that engage the voice and choice, cultural identity and lived expertise of children and their families and carers. Response Practitioners will also work within a comprehensive evidence-based monitoring and evaluation framework.

POSITION DUTIES AND RESPONSIBILITIES

Client Support

- Intensive (200 hours) provision of outreach service to families who Child Protection have referred for preservation or reunification support. If required by family provide outreach between 7am-7pm.
- Rapidly engage families to provide intensive, therapeutic, trauma and evidence informed support that is centred around creating wellbeing and safety for the child, building parental/caregiver capacity and improving family functioning.
- Undertake child and family risk assessments using evidence-based tools such as the North Carolina Family Assessment Scale, with a focus on strengths, needs and risks.
- Develop, implement and review child and family action plans that build on child and family assessments and are tailored to the needs of participating families. Plans are to be co-developed with children (as appropriate), families and carers, care team members and other relevant professionals.
- Provide families with practical and emotional support, coaching and skill building and connections to social and economic resources.
- Work closely and collaboratively with Child Protection Practitioners and coordinate shared visits with the child and family.
- Refer, develop and maintain effective partnerships/care teams with a wide breadth of services including specialist and mainstream services in child, youth, family, health, employment and training and disability.
- Use flexible funding for practical needs and specialist services to meet child and family needs and goals.
- Work in line with a comprehensive monitoring and evaluation framework to inform continuous improvement and build the evidence base for Victorian and Aboriginal family preservation and reunification services.

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 Criteria

- A Bachelor qualification in social work, youth work, psychology, early childhood development or related tertiary qualification.
- Substantial experience in providing therapeutic informed casework with children, parents and families, particularly those with complex needs.
- Sound understanding of child development and the factors that can impede a child's healthy development.
- Experience in providing risk and needs assessment, intervention and risk management.

Desirable Criteria

- Sound understanding of the service system for vulnerable parents and their children and experience in working in partnership with the child, youth and family sector.
- Strong communication skills including effective interpersonal, conflict negotiation and resolution skills.
- Strong written and administration skills; providing clear, concise, and accurate communication in various forms, including case notes, reports, and assessments.
- Proven flexibility, adaptability and able to respond and adjust easily to change in work demands, including the ability to work flexible hours.

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

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"> • NEMA and Western FPRR Team • Family Services • MCM Client Delivery Teams • MCM Support Services |
| External Relationships | <ul style="list-style-type: none"> • Child Protection • Other FPRR providers • Child, Youth and Family Service Providers |

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>

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.