

POSITION	Outreach Case Manager 1.0 FTE/5 days per week,
LOCATION	Hume Program, Broadmeadows
CLASSIFICATION	Social and community services employee Level 5.1, plus above award conditions, National Employment Standards
AWARD	Social, Community, Home Care and Disability Services Industry Award 2010, Social and community services employee Level 5 Merri Outreach Support Service ENTERPRISE AGREEMENT 2018
REMUNERATION	Generous over award entitlements including paid lunch break. Immediate access to salary sacrifice
FUNDING	Department of Families, Fairness and Housing (DFFH)
UNION	Australian Services Union (ASU)
REPORTS TO	Hume Program Manager, General Manager and CEO
APPROVED BY	Hardeep Saini, General Manager
DATE APPROVED	21.03.2025
SIGNED	_____

Organisational Context

Our Purpose

Merri Outreach Support Service (MOSS) was established in 1989 with the goal of empowering individuals experiencing or at risk of homelessness by providing comprehensive support services aimed at enhancing access to housing, support, and opportunities. Our overarching goal is to address the root causes of homelessness and promote social equity within our community.

Vision: Striving to end homelessness, sustaining housing, and strengthening communities.

MOSS envisions a future where every individual has a secure place to call home, and communities thrive with inclusivity and support.

Mission: MOSS treats all people equally by ensuring they feel welcomed, connected, involved, secure and supported. MOSS is committed to providing holistic support services that foster stability, independence, and meaningful inclusion with our community.

Our People:

At MOSS, our people are the backbone of our work. Comprised of dedicated individuals passionate about making a difference, we come together to service our community with compassion and expertise. The team at MOSS is made up of seasoned community advocates to emerging talents, we value the unique perspectives and skills each team member brings.

Our Culture:

At MOSS, our culture is rooted in our commitment to social impact and inclusivity. We believe in creating an environment where every voice is heard and respected, fostering a sense of belonging for all. Transparency, integrity, and empathy guide our interactions as we navigate the complexities of the work we undertake. We prioritise continuous learning and growth, providing opportunities for professional development and personal enrichment. Together, we celebrate diversity and champion equity, striving to build a more just and compassionate society.

Our Benefits:

Joining the team at MOSS comes with a host of benefits aimed at ensuring your job satisfaction and wellbeing. MOSS offers secure employment with competitive salaries. Our staff are employed under the MOSS Enterprise Bargaining Agreement (EBA), which provides exceptional employment conditions, including superannuation contributions on top of your annual salary, along with salary-sacrificing options.

In addition to standard leave, we provide additional paid leave between Christmas and New Year, along with greater personal leave accruals, generous paid parental leave, and the option for purchase leave. We also provide access to a free employee assistance program and a range of health and well-being supports to ensure our staff feels supported both personally and professionally.

Position summary:

The core function of the Outreach Case Manager is to provide case management to individuals and families who are homeless or at risk of becoming homeless. Case management is delivered using a team case management model. This work includes providing support to children within families. Typically, the role requires that the majority of contact with consumers occurs within their accommodation setting.

Support programs at MOSS utilise a team case management approach, as opposed to a key worker model. In team case management all team members have input into the case plan and ongoing work with the consumer. The aim is to achieve better outcomes for consumers through additional support work, building upon the responses already provided by Access Points as part of the Opening Doors Framework.

The Outreach Case Manager role includes reporting requirements using a computer database reporting and case management tool, Specialist Homelessness Information Platform (SHIP) for Specialist Homelessness Services (SHS). Consumer file keeping, including electronic case notes is an important task. Workers are expected to participate in and contribute to community development and agency development as part of their role.

The Outreach Case Manager is always required to work within the policies and philosophical framework of Merri Outreach Support Service, the guidelines and standards of the funding body, and to adhere to the highest professional and ethical standards in performing their duties and responsibilities associated with the position.

Key Responsibility Areas

Consumer Services

- Actively work with Access Points to respond to appropriate referrals within an acceptable time frame.
- Provide support to and advocacy for consumers including information, and referral to mainstream and specialist services.
- In consultation with the team and the consumer, undertake assessment tasks and the development and monitoring of case plans.
- Manage and maintain caseload, case files, and case notes.
- Actively participate in team case meetings.
- Provide practical assistance to consumers as is appropriate for them to access resources.
- Prepare housing applications including supporting documents and information.
- Work in conjunction with consumers to assist them to achieve their case plan goals.
- Work towards the achievement of the maximum level of self-reliance for each person assisted.

Community Liaison and Networking

- Actively and positively promote Merri Outreach Support Service and its programs to consumers and amongst the homelessness sectors.
- Maintain a broad and current knowledge of resources and support services that can be accessed to meet consumers' needs.
- Follow established protocols between Merri Outreach Support Service and partner agencies.
- Provide assistance and appropriate information to services we refer consumers.
- Provide assistance and appropriate information to services about referral pathways for consumers they wish to refer.
- Attend network meetings and forums and promote the program at local, regional, and state levels as directed.

Policy, Planning and Community Development

- Through direct service provision to identify areas of common need or themes affecting homeless people and possible responses within the region.
- Maximise opportunities to increase the understanding of mainstream and specialist services as to the needs of people experiencing homelessness and identify practices that will facilitate improved access for this target group ideally without the need for program intervention.
- Assist in regular reviews of program operations and ongoing development of the service including participation in planning days.
- Undertake implementation of improvements/changes in program operations as directed by management.
- Maintain a broad understanding of government policies that have a direct impact on people experiencing or at risk of experiencing homelessness.
- Contribute to the development of responses to government policy, and systemic issues which may affect consumers, as directed by management.
- Participate in forums that contribute to the broader development of policies/practices relevant to homelessness.
- Participate in Merri Outreach Support Service's Quality Improvement initiatives.
- Contribute to Agency development including participation in working groups and internal committees.

Reporting and Administration

- Maintain program and consumer records, including case files and other data as required.
- Maintain filing systems as required for the effective function of the program.
- Timely recording of consumer information using SHIP to facilitate monthly SHS data reports for the Australian Institute of Health and Welfare (AIHW)
- Assist management in the preparation of reports as directed.
- Submit for approval by management all formal outgoing correspondence.
- Adhere to agency financial recording practices.

Accountability

- Work in accordance with Merri Outreach Support Service's Policy and Procedures Manual.
- Meet prevailing Accreditation Standards, currently the Human Services Standards and ISO 9001:2015 and Continuous Quality Improvement requirements.
- Be responsible to the Team, Program Manager, Operations Managers, and CEO.
- Actively participate in team case planning meetings.
- Attend monthly Agency meetings.
- Adhere to the MOSS Delegation of Financial Authority amounts.
- Actively participate in scheduled supervision with the Program Manager.
- Submit timesheets and leave application forms within the required timeframes.

Key Selection Criteria

- A tertiary qualification in community development, community services, social work, youth work, or relevant field or extensive equivalent experience.
- Demonstrated experience and highly developed skills in the provision of case management to individuals, families, and children who experience disadvantage.
- Demonstrated understanding of the impact of homelessness on individuals, children, and families.
- An understanding and commitment to supporting diverse communities, for example, Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, LGBTIQ, and people with disabilities.
- Highly developed teamwork skills and the demonstrated ability to work independently
- Demonstrated knowledge of the Specialist Homelessness Services (SHS), the homelessness service system, and current frameworks such as the Opening Doors Framework.
- An understanding of accreditation processes and commitment to continuous quality improvement.
- Experience and commitment to community development and consumer participation.
- Excellent organisational, interpersonal, and communication skills:
 - Interviewing and counseling skills
 - Writing skills – reports, correspondence, case notes, records entry
 - Oral skills – liaison, consultation, negotiation, telephone
 - Advocacy skills
 - Networking skill
 - IT competency
- Experience and knowledge of working in the community sector would be advantageous.

Additional Information

Office This position is based at 22 Lakeside Drive, Broadmeadows

Hours of work The Agency is open Monday to Friday 9 am – 5 pm.

Website www.merri.org.au

Occupational Health and Safety

All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve OH&S.

Equal Opportunity

Merri Outreach Support Service is an Equal Opportunity Employer. All staff members have a responsibility to be familiar with MOSS's Workplace Bullying and Harassment Policy.

Diversity

Merri Outreach Support Service is welcoming of applicants from diverse backgrounds and communities including Aboriginal and Torres Strait Islander people, people from Culturally and Linguistically Diverse (CALD) backgrounds, people who identify as LGBTIQ, and people with disabilities.

Child Safe Organisation

Merri Outreach Support Service promotes the safety, well-being, and inclusion of all children and is committed to practices that instill a child-safe culture.

Employment is subject to

- a current Working with Children Check
- a current Police Records Check
- a current Victorian Driver's Licence
- verification of qualifications

Privacy Notification

We are collecting your personal information for the purposes of processing and considering your application for employment. We will use and disclose the information we collect from you only for these purposes. Unsuccessful job applications are retained for six (6) months and then securely destroyed.

Your personal information is kept secure and confidential and managed in accordance with Merri Outreach Support Service's Privacy Policy and Confidentiality Policy.

Application process and contact information:

For more information about the position please contact **Vicki Jackson 0459 109 368**. Additional information about Merri Outreach Support Service can be found on the website: www.merri.org.au

Applications should include a cover letter, resume and responses to the key selection criteria.

The closing date for applications is **5pm, 26/05/2025**

Please forward applications to:

Program Manager - Vicki Jackson
Merri Outreach Support Service
22 Lakeside Drive,
Broadmeadows, Vic 3047
T: 0459 109 368
E: careers@merri.org.au