

MOSS POSITION DESCRIPTION

Case Manager – Low-Cost Accommodation Support Program

Striving to End Homelessness
Sustaining housing and strengthening communities

POSITION	Case Manager – Low-Cost Accommodation Support Program
TEAM	SCEP (Support and Community Engagement Program)
CLASSIFICATION	Social and Community Services Employee Level 5
AWARD	Social, Community, Home Care and Disability Services Industry Award 2023 Merri Outreach Support Service (MOSS) Enterprise Agreement 2018
REPORTS TO	Program Manager – SCEP (Support and Community Engagement program).
FUNDING	Department of Families, Fairness and Housing (DFFH)
APPROVED BY	Hardeep Saini, General Manager - Operations
DATE APPROVED	August 2026
EMPLOYEE SIGNED	_____
EMPLOYEE DATED	_____

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Organisational Context

Our Purpose

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 social 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 within 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 serve our community with compassion and expertise. From seasoned community advocates to emerging professionals, 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 to purchase additional leave. We also provide access to a free employee assistance program, and a range of health and wellbeing supports to ensure our staff feel supported both personally and professionally.

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Position Summary

- This role forms part of Victoria’s Low-Cost Accommodation Support Program, which supports vulnerable adults and older people experiencing social isolation, complex health and psychosocial needs, and housing instability. The initiative aims to improve health outcomes, promote social inclusion, and stabilise accommodation through proactive engagement and support coordination. The three core programs include:
 - **Community Connection Program (CCP)** – supporting people in low-cost accommodation or experiencing homelessness
 - **Housing Support for the Aged Program (HSAP)** – supporting people aged over 50 with complex needs and a history of homelessness
 - **Older Persons High Rise Support Program (OPHRSP)** – providing on-site support to residents in designated public housing estates for older persons

The Case Manager works across the Low-Cost Accommodation Support Program, delivering assertive outreach and on-site case management to clients living in low-cost accommodation and public housing estates at 351 Barkly Street, Brunswick, and 1 Holmes Street, Northcote.

The role supports people who often lack informal supports and may experience multiple barriers to service access, including mental illness, acquired brain injury, substance use, and chronic health conditions. Many clients have experienced homelessness or long-term social marginalisation.

Using an assertive outreach and engagement approach, the Case Manager provides short-term, goal-directed support that includes housing advocacy, referrals to relevant health and social services, and tenancy sustainability support. The position aims to enhance safety, independence, and community connection for vulnerable people residing in low-cost and public housing settings.

The Case Manager contributes to a respectful, cohesive and psychologically safe team environment by communicating constructively, participating in supervision and team meetings, supporting colleagues through service demands, and raising issues early and appropriately.

Key Selection Criteria

- A tertiary qualification in community development, social work, community services, welfare studies or equivalent.
- Demonstrated knowledge of the aged and disability service systems.
- Demonstrated knowledge of the public housing system.
- Demonstrated understanding of issues experienced by older people living in public housing.
- An understanding and commitment to supporting diverse communities, for example, Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, LGBTIQ and people with disabilities.

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- An understanding of accreditation processes and commitment to continuous quality improvement.
- Demonstrated ability to work collaboratively and respectfully as part of a team, including contributing to a cohesive, supportive and psychologically safe work environment.
- Ability to work both cooperatively and independently as required by different program components of the position.
- Excellent organisational, interpersonal and communication skills, including:
 - Interviewing and counselling skills
 - Writing skills
 - Brokerage management, SRS use and data reporting
 - Oral communication skills, including liaison, consultation, negotiation and telephone communication
 - Advocacy skills
 - Networking skills
 - IT competency

Additional Information

Office: This position is located across two locations: 351 Barkly Street, Brunswick, and 1 Holmes Street, Northcote.

Hours of work: Core hours for this position are Monday to Friday, 9am – 5pm.

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 or the health and safety of others. Employees are also required to report all incidents and injuries and cooperate with any measures introduced in the workplace to improve OH&S.

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

Diversity:

MOSS welcomes 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. MOSS's commitment to diversity and inclusion is further evidenced by our Reconciliation Action Plan.

Child Safe Organisation: MOSS promotes the safety, wellbeing and inclusion of all children and is committed to practices that instill a child safe culture.

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Employment is subject to:

- a current Police Records Check
- a current Victorian Driver's Licence
- verification of qualifications
- Disability Worker Exclusion Scheme clearance

Inherent Requirements:

The following table outlines the main physical, psychological, cognitive and work environment requirements of the Case Manager – Low-Cost Accommodation Support Program role. These requirements are intended to assist applicants in understanding the inherent demands of the position.

Element	Key Activity	Frequency
Client Facing and Service Delivery	Engage with adults and older people experiencing homelessness, housing insecurity, social isolation and complex needs.	Regularly
	Undertake outreach, assessment, advocacy, housing support and referral activities.	Daily
	Respond to consumers and members of the public who may be distressed, confused, frustrated or experiencing crisis.	Regularly
Work Environment	Work across MOSS sites, public housing locations, low-cost accommodation settings and community locations.	Regularly
	Travel between appointments and service locations.	Regularly
	Work in office environments, including shared workspaces and buildings that may include stairs.	Daily
Administration, Reporting and	Use SRS, SharePoint, email,	Daily

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Technology	databases and organisational systems.	
	Maintain accurate case notes, assessments, plans and consumer records.	Daily
	Handle sensitive personal and health information confidentially.	Daily
Psychological and Cognitive Demands	Manage competing priorities, complex consumer needs and time-sensitive tasks.	Daily
	Apply policies, procedures, service standards and risk management processes.	Daily
	Manage exposure to complex and distressing consumer circumstances while maintaining professional boundaries.	Regularly
Team Collaboration and Professional Practice	Participate in supervision, team meetings, reflective practice and service improvement activities.	Regularly
	Contribute to a cohesive, respectful and psychologically safe team environment.	Regularly
Manual Handling and Physical Tasks	Undertake general office-based physical activities.	Occasional
	Provide clinical care or physical mobility assistance.	Not applicable

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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 MOSS's Privacy Policy and Confidentiality Policy.

Key Responsibility Areas

Consumer Services:

- Actively work with Homes Vic and identified referral sources to respond to appropriate referrals within an acceptable time frame.
- Provide support and advocacy for consumers, including information and referrals into mainstream and specialist services.
- Support consumers to develop connections in their community.
- 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.
- Provide practical assistance to consumers, where appropriate, to support access to resources.
- Prepare housing applications, including supporting documentation, and provide support and advocacy around tenancy issues.
- 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.
- Administer brokerage in accordance with guidelines.

Team Collaboration, Culture and Professional Practice

- Contribute to a cohesive, respectful and supportive team culture through professional communication, collaboration and reflective practice.
- Participate constructively in supervision, team meetings, case discussions and service improvement activities.
- Support colleagues by sharing relevant information, responding respectfully to feedback and working collaboratively to manage service demands.
- Raise workload, practice, safety or team concerns early with the Program Manager or relevant internal supports.
- Model professional behaviour and respectful communication in interactions with consumers, colleagues, stakeholders and management.

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Community Liaison and Networking:

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

Policy, Planning and Community Development:

- Through direct service provision, identify areas of common need or themes affecting older people living in public housing.
- Maximise opportunities to increase the understanding of mainstream and specialist services as to the needs of older people living in low-cost accommodation.
- 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 team leaders and management.
- Maintain a broad understanding of government policies which have a direct impact on older people living in low-cost accommodation.
- Contribute to the development of responses to government policy and systemic issues that may affect consumers, as directed by management.
- Participate in forums which contribute to the broader development of policies/practices relevant to this consumer group.
- Participate in MOSS'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 effective functioning of the program.
- Record consumer information in the SRS electronic database in a timely manner.
- Participate in other HACC reporting requirements.
- Prepare evaluation reports on client outcomes as required.
- Assist management in the preparation of reports as directed.
- Submit all formal outgoing correspondence to the team leader for approval.
- Adhere to agency financial delegation of authority and recording practices.

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Accountability:

- Work in accordance with MOSS's Policy and Procedures Manual.
- Meet Home Care Standards and other accreditation requirements.
- Be responsible to the Team, Program Manager, General Manager and CEO.
- Attend monthly agency (staff) meetings.
- Actively participate in scheduled supervision with the Program Manager.
- Submit timesheets and leave application forms within required timeframes.

Application process and contact information

For more information about the position, please contact Hardeep Saini on 0435 171 565. Additional information about MOSS can be found on the website: www.merri.org.au.