

POSITION:	Finding Solutions Case Manager
CLASSIFICATION:	SCHADS 4
REPORTS TO:	Team Leader – Restart, Finding Solutions and Finding Solution Plus
DATE UPDATED:	May 2026

ORGANISATIONAL ENVIRONMENT

MCM is a leading community support organisation working alongside Victorian communities and families and individuals to live the life they aspire to, their way, providing a broad range of support in homelessness, disability, palliative care, youth housing, community services, family violence, education and inclusive employment service areas. MCM is a leading provider of specialist services for young people experiencing homelessness, providing wraparound support so they can transition to autonomy and their positive pathways of choice.

MCM comprising MCM Services, Hester Hornbrook Academy, MCM Housing and Quantum Support Services work together to disrupt disadvantage and create positive change for Victoria's most vulnerable people.

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 Homelessness, Justice and Family Services division of MCM supports people experiencing or at risk of homelessness and has four Conceptual domains:

- Accommodation
- Youth and Family Homelessness
- Frontyard Youth Services
- Family Services

The Finding Solutions program is based at our Braybrook site and sits within the Youth Early Intervention and Homelessness portfolio and is one component of our Early Intervention services. Finding Solutions works across the North and West metropolitan regions of Melbourne, with referrals into the program coming from Child Protection and The Orange Door.

POSITION PURPOSE

Finding Solutions provides a rapid response to young people and their families in the North/West metropolitan region in order to prevent family breakdown and entry to the Child Protection and Out-of-Home Care system.

The Program aims to:

- Divert young people at risk of entering out-of-home care to community- based services
- Provide innovative service responses to young people and their families which will include the use of mediation interventions, to reduce the need for out-of- home care and which supports and strengthen the family relationship.
- Provide support to parents and young people that assist them to identify and resolve behaviours and/or issues that are placing their relationships at risk of breaking down, and which eases tension in the family without severing links or reducing parent's capacity to care for the young people.

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

POSITION DUTIES AND RESPONSIBILITIES

- Provide outreach support to young people and their families in their own settings that enables them to achieve their goals.
- Provide high quality young person-centred, family focused case management responses to clients using innovative and effective case work practices.
- Develop, maintain and review care plans that help young people create positive and sustainable pathways and relationships within the family.
- Provide short term, holistic responses to young people and their families to address relationship conflicts and the underlying issues that may lead to conflict.
- Provide case-coordination and support to young people helping them to explore and access additional supports as identified.
- Provide families with practical and emotional support, coaching and skill building and connections to social and economic resources.
- To participate in a duty system that receives referrals from Child Protection and The Orange Door.
- Actively promote the Finding Solutions program and its activities with key stakeholders.
- Participate in key forums, networks and meetings.
- Maintain an up-to-date knowledge of youth support programs including services that provide Early intervention responses to young people.
- Build strong relationships with other service providers and the wider community to support pathways and opportunities for young people.
- Engage specialists to support and address families' needs as required, including therapeutic, family violence and mental health supports.
- Maintain high quality and accurate files, case notes and databases.
- Strong organisational, interpersonal and time management skills.
- Participate in ongoing professional development and supervision.
- 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.

- MCM is committed to the safety of its clients and employees, taking a zero-tolerance approach to violence within the workplace, abuse, including child abuse and abuse of people with disability. All employees are required to comply with the Child Safe Standards.
- Perform other duties and responsibilities as directed by Team Leader.

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 all aspects of MCM's Cybersecurity strategy and associated procedures, guidelines and required professional standards and practices.
- 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

- Experience in working with young people and families who at risk of Child Protection interventions/notifications.
- Sound understanding of the issues facing vulnerable parents which impact on their ability to ensure the safety and wellbeing of their children.
- Demonstrated experience and confidence in working with parents of adolescents to enhance parenting skills and build their capacity for effective support.
- Demonstrated ability to work collaboratively with other organisations, in formal and informal partnerships, to achieve client outcomes.
- Demonstrate that Child Safety is a primary part of everyday thinking and practice.
- Demonstrated well-developed written and verbal communication, interpersonal, conflict resolution, negotiation and mediation skills.
- Ability to work autonomously and as part of a team.
- Computer literacy
- Appointment to this position is subject to the satisfactory completion of a National Police Check,
- International Police Check (if applicable), current Victorian

Essential Criteria

- Tertiary qualification in Social Work, Youth Work; or Certificate or Diploma in relevant area such as Youth Work, Community Services plus case management experience.
- Ability to build and maintain positive relationships and communicate with people of diverse backgrounds and abilities.

- An understanding and experience with the youth sector and/or mainstream services, including knowledge of patterns, trends and systemic issues that effect vulnerable young people and families.

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

Desirable:

- Demonstrated knowledge of Child Protection and Out-of- Home Care system.

POSITION AUTHORITIES

Number of Reports

Direct Reports				Indirect Reports			
Number:	0	FTE:		Number:	0	FTE:	
List Teams / Positions				List Teams / Positions			

Expenditure

Operating:		Capital:	
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Other Authorities

N/A

Supervision or Direction Required

The team member will receive fortnightly supervision from the Finding Solutions Team Leader.

Planning

The practitioner manages their own time and workload to meet client and program needs, while setting goals and planning therapeutic interventions in alignment with service priorities. Planning is carried out in consultation with line management, who provide oversight and support to ensure intervention plans are responsive, safe, and effective for children, young people, and families.

Freedom to Act

The role allows for independent decision-making within established policies, procedures, and budget parameters. The practitioner is empowered to apply their professional knowledge, experience, and training to therapeutic work, including risk assessment and safety planning. Guidance and consultation with line management are available when needed.

Assistance to Higher Level

The practitioner provides routine information and advice to relevant stakeholders and contributes to the review of processes and procedures. They offer consultation and technical or

specialist input based on professional knowledge, supporting decision-making and continuous improvement across the team and service. Guidance is sought from line management for complex or non-routine matters.

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"> • Staff and leadership from other MCM Youth Early Intervention & Homelessness programs • Staff from People & Culture |
| External Relationships | <ul style="list-style-type: none"> • Finding Solutions staff will actively liaise and network with a number of external service providers organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to those people they support. Examples include child protection, The Orange Door, schools, community agencies, specialist and allied health services such mental health and AOD providers and youth justice services. |

OUR VALUES

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

Together	We are inclusive and accepting of difference
	We work in highly effective teams and our people are connected across our organisation
	We engage proactively with others to deliver outcomes
Courageous	We speak up constructively in line with our convictions
	We pursue our goals with determination
	We are passionate about our advocacy role
Curious	We are inquisitive and ask why
	We challenge the status quo
	We actively explore the alternatives
Open	We are transparent and have genuine, honest interactions
	We listen and hear people's voices
	We value and respect the autonomy of clients
	We trust one another
Accountable	We act safely in all our interactions
	We manage within our financial and resource boundaries
	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.