

POSITION:	Team Leader – Adult and Family Homelessness Services
CLASSIFICATION:	Social, Community, Homecare and Disability Services (SCHADS) Award - Level 6
REPORTS TO:	Operations Manager, Adult Homelessness Services
DATE UPDATED:	September 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 and Family Services division supports people experiencing, or at risk of homelessness, people involved in the justice systems and families at risk of poorer outcomes and progression to greater forms of disadvantage. The division provides a range of services aimed to prevent or reduce the impacts of homelessness, incarceration, and family cycles of disadvantages through provision of evidence based high quality and effective interventions.

The Adult Homelessness Service (AHS) program sits within the Youth and Family Homelessness Services Portfolio. The AHS team provides case management and support to adults (over 18) who are single, partnered, and/or families who are homeless or at risk of homelessness in the Western Region of Melbourne.

The Team Leader is a key member of this Team which includes the Adult and Family Homelessness

Service (AFHS) and the Family Crisis Accommodation Service (FCAS). The Team Leader oversees the Case management Team, who provide high quality, housing focused support to a wide range of adults and families experiencing an episode of homelessness and have difficulty securing long-term housing. This can be short-term/crisis intervention (6 weeks) or longer. The provision of support can be either to

- Divert people who use our service away from the homelessness service system
- To support those in acute crisis until more appropriate resources are available or
- Residing in Transitional housing or alternative accommodation.

The program also includes both a Rough Sleeper and a Hospital Discharge response. These responses provide high-quality, assertive outreach and advocacy to people sleeping rough that may need/want support to engage with services to meet their identified needs. This could include, but not limited to, support to access Centrelink, health services, emergency accommodation for short-term respite, housing support etc. Hospital discharge works collaboratively with onsite social workers, to identify people being discharged into homelessness, and supporting them to complete assessment for short-term support.

Through our Family Crisis Accommodation Service (FCAS), our passionate case workers work with a family to provide intensive, short-to-medium term intervention that move families from acute homelessness, or risk of, into stable accommodation. The role is to assist families to move into sustainable housing that fits their financial and personal situation i.e. private rental, community and or transitional housing.

Transitional Housing – serves as a temporary bridge between emergency crisis accommodation and long term stable accommodation. It offers a secure place to live for up to 12 months, giving people the time and safety needed to rebuild their lives and secure a permanent home. Our case managers walk alongside residents CLIENTS? during their stay to coordinate care, build stability and remove/reduce barriers to long-term housing.

POSITION PURPOSE

To lead a team of Case Managers in the delivery of rapid, culturally safe, flexible and intensive services to adults and families. The Team Leader will oversee the daily operations of the AFHS/ FCAS programs based at our Western Hub with the key aims of providing high-quality support, supervision and oversight of the team.

Together with the Operations Manager, Team Leader's manage relationships with other local homelessness service providers and external key stakeholders, including DFFH, allied health and mental health service providers, or other community agencies as required. The Team Leader will be required to work in collaboration with all levels of Leadership to lead the ongoing development of strong relationships with partner agencies, specialist homelessness services, strategic networks, and key network coordinators.

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

POSITION DUTIES AND RESPONSIBILITIES

People Leadership

- Provide regular supervision, guidance and debriefing to team members in line with MCM's policies.

- Support the identification of practice gaps, training and professional development opportunities for direct reports.
- Contribute to the recruitment, induction, support and mentoring of new staff members to ensure they are meeting expected program and organisational standards.
- Positively influence and contribute to a service and team culture that focuses on meeting the service goals using evidence informed and reflective practice.
- Provide support to students completing placement with AFHS, sharing knowledge/practice skills and contributing to a positive working environment that is conducive to learning.
- To build and maintain cohesive teams, organise team meetings, activities, and team building.
- Continually develop, maintain and role model a positive workplace culture.
- Take responsibility for the safety and wellbeing of self and others.

Direct Support

- Effectively monitor risk and support the team in making required notifications, while helping them understand and apply work practices that ensure compliance with relevant policies, procedures, and scope of practice.
- Effectively support team members to provide high-quality support to vulnerable people, through application of the Housing First principles, Best Practice Case Management guidelines and relevant legislations and guidelines
- Support the AFHS Team to engage with program participants and advocate on their behalf with other agencies to ensure access and delivery of services.
- Facilitate access to relevant specialist support services, including health, mental health, AOD and therapeutic interventions and where appropriate to external specialist services in accordance with the client directed case plan.
- Maintain an update to date knowledge of MCM's programs and relevant external service providers to ensure an integrated service response is provided to the people we support.

Reporting and Learning

- Complete regular reporting, information and data collection, and quality improvement activities, including updating procedures.
- Maintain accurate files, case notes and databases using relevant platforms and systems in a timely manner.
- Ensure rosters and time & attendance data is current and up to date.
- Oversee with the Operations Manager, the financial documentation and coding of all outgoing expenses.

Collaboration

- Participate in and with the Adult Homelessness leadership team and greater portfolio to evaluate service delivery and highlight potential improvements that could enhance service delivery, safety and effectiveness.
- Represent Adult Homelessness and MCM at relevant network meetings, forums and training.

- Maintain a positive working relationship with our key stakeholders – Unison, SASHS.
- Participate in, and facilitate, meetings, debriefing, supervision, training, and forums. This may involve flexibility to attend outside usual working hours, as agreed with the Operations Manager.

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

Degree with substantial experience OR Post Graduate qualification OR Associate Diploma with substantial experience OR sufficient experience, expertise and competence

- Demonstrated experience in leading and managing teams (5 years minimum) and a sound understanding of supervision 'best practice' and coaching in a complex service delivery environment.
- Extensive knowledge of, and experience in, leading quality service delivery and a high standard of case management.
- Proven flexibility, adaptability and able to respond and adjust easily to change in work demands.
- Proven effective interpersonal, conflict resolution, negotiation and written skills.
- High level verbal and written communication skills.

Essential Safety Screening Requirements:

- National Police check
- Proof of Identity Check
- International Police check
- Current Victorian Working with Children Check (Employee)
- Current Victorian Drivers Licence
- Right to work in Australia

Desirable Criteria

- Demonstrated experience working within a case management framework.
- Proven experience in developing partnerships with stakeholder organisations.
- An extensive understanding of the homelessness service system with knowledge of patterns, trends, systemic issues and best practice principles when working with people experiencing an episode of homelessness.
- Computer literacy, including proficiency in Microsoft Office and client databases.
- Knowledge of the legislative requirements when working with at risk young people, including Child Safety Standards.

POSITION AUTHORITIES**Number of Reports**

Direct Reports 6-10				Indirect Reports 18			
Number:	10	FTE:	8	Number:	20	FTE:	18
List Teams / Positions	Senior Worker Case managers			List Teams / Positions	Case managers		

Expenditure

Operating:	Not applicable	Capital:	Not applicable
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Supervision or Direction Required

This role will be provided regular supervision and general direction by the Adult Homelessness Operations Manager.

Planning

The employee will be required to:

- Manage their own time
- Establish their own goals and objectives subject to approval
- Establish goals and objectives for direct reports
- Work alongside another Team Leader sharing the responsibilities within the Portfolio
- Hold a project in line with the Team's priorities

Freedom to Act

The employee will have the authority to:

- Apply knowledge, experience and training where policy and procedures are limited.

Assistance to Higher Level

The employee may be required to:

- Advise specific people about routine matters
- Contribute to review of routine processes

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:

Internal Relationships	• Youth and Family Homelessness Services • MCM Client Delivery Teams • MCM Support Services
External Relationships	• Opening Doors Access Points • Centrelink • Local Councils • Relevant Hospitals • Office of Housing • NDIS providers • Primary and Allied Health service providers

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.

