

Position Description

This position description is available in large print and other accessible formats upon request.

Position Title	Intensive Case Manager
Directorate / Service / Program	Youth, Housing & South West / Adult Housing Connections
Reports to	Team Leader Adult Housing and Connections
Location	Geelong and Barwon Region
Classification	Social, Community, Home Care and Disability Services Industry Award Level 5
Date Revised	May 2026

About Us

We are Meli, inspired by the word Meliorism. The belief that the world can be made better through human effort.

Meli is a Victorian not-for-profit organisation, offering a unique combination of services to support members of our community throughout their lifetime, from early childhood through to adolescence and adulthood.

Everyone faces challenges occasionally, and Meli is here to lend compassionate help, and to take a preventative and early response approach – no matter how big or small a problem.

Our Purpose: Supporting people, strengthening communities.

Our Vision: A fair, safe and inclusive community where everyone can thrive.

Our Values: Build Connection, Show Courage, Inspire Action, Celebrate Difference, Be Dynamic.

To learn more about Meli please visit our website www.meli.org.au

Position Overview

The Intensive Case Management Initiative Program supports people aged 18 years and over who have high and complex needs and who are experiencing homelessness. The program focuses on helping individuals stabilise their personal circumstances and develop sustainable pathways out of homelessness.

The position strengthens the capacity of homelessness and related service sectors to respond effectively to people experiencing or at risk of homelessness, through coordinated, long term support.

The position contributes to a collaborative service system built on strong partnerships, delivering integrated assistance across the Barwon region. The position requires a specialised skillset and demonstrated experience working with both young people and

adults, with the ability to adapt approaches and respond flexibly to diverse and complex client needs.

Position Objectives

- To enable intensive case management services for clients with high and complex needs, through adequately resourcing individual agency, multi-disciplinary and partnership arrangements.
- To provide flexible brokerage funds to provide for a range of therapeutic or non-therapeutically based interventions to augment and enhance client support and engagement.
- To obtain cross program commitment and resourcing to enable a strengthened multi-disciplinary approach.
- To ensure that the clients of the intensive case management program have access to housing as a priority
- To develop the knowledge, skills and resources of homelessness assistance services and related sectors to provide enhanced response to homeless people with high and complex needs.
- To enhance access of clients to services by promoting collaborative partnerships and linkages between relevant service sectors and improving the responsiveness of services.

Key Accountabilities

Duties of this position may include, but are not limited to the following:

- Provide single key worker intensive case management to clients aged 18 years and over experiencing homelessness and high, complex needs, by developing and sustaining trusting, respectful, and consistent relationships.
- Deliver intensive outreach services using a case management approach, allocating a high proportion of time to direct client contact, including assertive outreach and engagement in clients' usual environments such as rough sleeping locations, temporary accommodation, community settings, and private residences.
- Deliver services flexibly, responsively and assertively, including frequent contact and timely crisis response, informed by ongoing assessment of risk.
- Proactively locate and maintain contact with clients who are transient or difficult to engage, prioritising safety and wellbeing.
- Develop an in-depth understanding of each client's routines, networks and context to inform effective engagement.
- Assist clients with daily living tasks and life skills, including housing establishment, budgeting, transport, appointments, paperwork, and service navigation.
- Provide consistent emotional support, empathy and reassurance within a professional relationship with clear and appropriate boundaries.
- Apply trauma-informed, strengths based, and recovery-oriented approaches to support client wellbeing, resilience, and long term stability.
- Conduct comprehensive assessments of client needs, risks, and strengths, including those of accompanying children and significant others, and implement strategies to monitor and maintain safety.

- Develop, implement and regularly review client centred case plans collaboratively with clients, setting achievable goals and regularly evaluating progress and adapting as required.
- Undertake assertive advocacy to promote client access to housing, health, mental health, drug and alcohol, legal, child and family, and other specialist services.
- Coordinate multi-agency involvement, acting as the central point of contact and ensuring services are aligned with the agreed case plan and client goals.
- Challenge systemic barriers and service exclusion, while maintaining collaborative and constructive interagency relationships.
- Responsibly utilise ICMI flexible brokerage funds to enhance engagement and support case plan goals, where no other funding source is available.
- Prioritise securing and sustaining safe, appropriate and long-term housing as a foundation client stability.
- Advocate with housing providers and support clients to establish and maintain tenancies, including private and social housing, and work proactively to prevent tenancy breakdown.
- Maintain accurate, detailed, and timely case notes and documentation, in line with organisational and legislative requirements.
- Build and sustain positive working relationships with external stakeholders, including community organisations, service providers, and referral networks.
- Actively contribute to program and agency meetings, sharing insights, updates, and ideas to enhance service delivery.
- Participate in regular formal supervision with your Line Manager, reflecting on practice, identifying development opportunities, and ensuring quality standards.

Organisational Accountabilities:

- Other reasonable duties as directed
- Apply Meli's quality and risk management frameworks
- Understand and comply with the standards of a child safe organisation in both practice and culture
- Active involvement in professional development to build knowledge and skills
- Make decisions following the values, and the relevant standards, practices, policies, procedures, regulations, industrial instruments and legislation

Qualifications, Skills, and Experience

- Tertiary qualification, Diploma or greater, in social work, community services, psychology, or a related discipline.
- Demonstrated adaptability and flexibility to case manage young people and adults 18 years and over, with complex needs and who are experiencing homelessness, including an understanding of the causes and impact of homelessness and family violence
- Demonstrated knowledge of the housing sector and renter's rights under the Residential Tenancies Act 1997, and the ability to apply this knowledge effectively to support client advocacy and positive housing outcomes.

- Demonstrated ability to work respectfully and inclusively with people from a range of backgrounds and communities, such as CALD, LGBTIQ+, and First Nations peoples.
- Ability to form a sound ecological perspective of client circumstances, with minimal information to rapidly determine required support using the appropriate tools.
- Understanding of the purpose and expectations of the Victorian Child Safe Standards and demonstrated commitment to contributing to a child safe organisation in both practice and culture.
- Strong interpersonal and communication skills, with demonstrated ability to engage, influence, and collaborate effectively with internal and external stakeholders to achieve positive client outcomes.

Other requirements of the role

All employees must undergo and maintain a range of satisfactory checks as a condition of employment. These include:

- Working with Children Check
- National Coordinated Criminal History Check (NCCHC)
- International Police Check (if required)
- Have the right to work in Australia

Key Stakeholders

- Meli employees
- DFFH (Housing, Child Protection, Corrections Victoria)
- Salvation Army (Entry Point, Salvation Army Housing Victoria)
- Wathaurong
- VicPol
- Headspace
- Barwon health
- Family and Community Services
- Meli Youth Entry Point.
- Meli Adult Housing Program
- Meli Youth Homelessness Support Program.
- Social Housing providers

Physical requirements & Environmental Conditions of the role

Meli is committed to creating inclusive spaces that are accessible for everyone by reducing and/or removing barriers through reasonable adjustments.

The following table shows the physical and psychological work environment characteristics that have been identified as part of this role. Where possible, Meli will make reasonable adjustments to support individuals to succeed in their roles.

Required Activities / Working Environment	Frequency
Computer based tasks, sedentary position, office based	Often
Repetitive manual tasks	Sometimes
Working in buildings which may have stairs <i>(Reasonable adjustments can be made)</i>	Sometimes
Driving, in & out of vehicles <i>(If driving is required, must hold current Victorian Driver Licence)</i>	Often
Bending, lifting, pushing, pulling	Rarely
Working alone or at a co-located site	Rarely
Confrontational/confronting situations <i>(Due to the nature of our work, there may be times when staff are exposed to content, behaviour, language and/or situations that can be confronting)</i>	Sometimes
Working outside in differing weather conditions	Sometimes
Working on-call and/or after hours	N/A
Attending external locations including client homes	Often

Inclusion Statement

Meli is committed to being a place where everyone has a sense of belonging.

We embrace the unique perspectives and experience of our people and our community, and their voice is at the heart of our values and decision making.

We aim to be courageous as we learn, grow, and evolve as an accessible, inclusive and safe organisation for people of all identities.

We are working to create a team of people who reflect the diverse community we support. Aboriginal and Torres Strait Islander, LGBTQIA+, culturally diverse people, those living with a disability, and those looking to return to the workforce following a break in their career, are encouraged to apply for our roles.

Child Safety Statement

Meli is committed to child safety in every aspect of the organisation. We take deliberate steps to protect children from physical, sexual, emotional, and psychological abuse and neglect. Our organisation fosters openness to create a culture in which everyone – staff, parents, carers, and children – feel confident, enabled, and supported to safely disclose child safety or wellbeing concerns.

We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are

committed to the cultural safety of all children and young people. This includes providing a safe environment for children and young people with a disability, who are Aboriginal and Torres Strait Islander, from culturally and/or linguistically diverse backgrounds or who identify as LGBTQIA+,

Meli's policies and practices promote the safety and wellbeing of children and establish an effective, consistent approach to prevent, respond to and encourage the reporting of allegations of child abuse and harm.

All children, their families and carers should feel welcome at Meli, including feeling able to express their identity and raise concerns about their own or others' safety.

Employee Declaration

I have read and understood this Position Description and in signing this document agree that I can fulfill all the requirements of the position described in this document. Additionally, I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

Name:	Signature:	Date:

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.