

Position Description

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

Position Title	Case Support Worker
Directorate / Service / Program	Family Support and Care Services
Reports to	Senior Support Worker
Location	Hamlyn Heights
Classification	Social, Community, Home Care and Disability Services Industry Award Level 3
Date Revised	September 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 Case Support Worker will provide a range of support and care for children, young people and families within the Family Support and Care Service's Division. This will include supporting them to access educational, social and recreational activities, and to attend a range of appointments and family contacts in line with their care plan. This position supports children and young people living in foster care, kinship care and those living with family members.

The key objectives of this role are:

- Provide flexible support and supervision for children and young people to enable them to access educational, social, recreational activities and health appointments, and family contact in line with their care plan.
- Provide positive role modelling, behaviour management and support to children and young people to promote development and resilience.

- Promote safety, stability and well-being for children and young people supported by respective Meli programs.

Key Accountabilities

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

- Provide day to day practical support and care for clients by completing tasks guided by Caseworkers, Practitioners and the Team Leader
- Provide positive role modelling, and skill building for clients to promote client self-esteem, capabilities, and resilience
- Respond appropriately to crisis situations as they arise during service delivery
- Promote consistency, stability and predictability for children, young people, carers and families
- Record and maintain data in accordance with program requirements and legislation

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

- Qualification in or working towards a qualification in Social Work, Early Childhood, Psychology, Nursing, Alcohol and Other Drugs or related field
- Experience in working and building rapport with children and young people with complex needs/behaviours and ability to act as a positive role model/mentor.
- Demonstrated communication skills and ability to work as part of a diverse team, including staff and volunteer carers
- Ability to respond appropriately and with calmness to crisis situations
- Understanding of the impacts of trauma on children and young people and knowledge of trauma informed care/practice.

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
- Victorian Driver's license
- Ability to work flexible work hours – allowing for early pickups and late drop offs

Key Stakeholders

- Meli employees
- Meli Family Support and Care Services team members, Kinship Carers, Foster Carers, Families; and other Meli services teams
- Department of Families, Fairness and Housing including Child Protection
- Department of Education, schools and other education programs.
- Health and other support services including but not limited to medical practitioners, psychologists/counsellors, disability support services and NDIS, leaving care supports.

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	Sometimes
Repetitive manual tasks	Sometimes
Working in buildings which may have stairs (Reasonable adjustments can be made)	Sometimes
Driving, in & out of vehicles (If driving is required, must hold current Victorian Driver Licence)	Often
Bending, lifting, pushing, pulling	Rarely
Working alone or at a co-located site	Often
Confrontational/confronting situations (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)	Sometimes
Working outside in differing weather conditions	Sometimes
Working on-call and/or after hours	Sometimes
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.