

Position Description

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

Position Title	Housing Case Manager
Directorate / Service / Program	Housing Services
Reports to	Team Leader Adult Housing and Connections
Location	North Geelong
Classification	Social, Community, Home Care and Disability Services Industry Award Level 5
Date Revised	October 2025

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 Housing Services team consists of multiple program areas including Homelessness Support, Intensive Case Management, A Place To Call Home, Tenancy Plus and Supporting Families At Risk of Homelessness. All programs provide a strengths-based case management response to service users.

Case Managers will generally have mix of clients from various program areas. Meli works within the local area service network (LASN) alongside other providers of housing and homelessness services in the Barwon and Southwest regions.

Position Objectives

- To provide case management support to individuals and families who are at risk of or experiencing homelessness.
- To assist individuals and families to develop the skills and confidence to address their causes or impacts of homelessness.
- To support individuals and families to establish and maintain safe, secure and affordable long-term housing.

Key Accountabilities

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

- Manage a caseload of service users across multiple program areas, ensuring timely and coordinated support tailored to individual needs.
- Deliver outreach services using a case management approach, engaging service users in their own environments to build trust and promote positive outcomes.
- Conduct comprehensive assessments of service users' needs, risks, and strengths, and implement strategies to monitor and maintain safety.
- Develop and review case plans collaboratively with service users, setting achievable goals and regularly evaluating progress.
- Provide interim support to individuals on waiting lists, maintaining engagement and addressing immediate needs until full services are available.
- 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

- Excellent understanding of a strengths-based case management approach.
- A tertiary qualification in Social Work, Psychology, and/or related behavioural sciences; or diploma level qualification.
- Experience in the community sector with understanding of the causes and impact of homelessness as well as underpinning issues of family violence.
- Understanding of the housing sector and renter's rights under the Residential Tenancies Act 1997.
- Values diversity and works respectfully and inclusively with people from a range of backgrounds and communities, such as CALD, LGBTIQ+, and First Nations peoples

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 (NCCCHC)
- 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

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 (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	Rarely
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	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.