

POSITION: Live-In Mentor (also referred to as Lead Tenant Volunteer)
REPORTS TO: Senior Worker - Community Integration and Accommodation Options
DATE UPDATED: September 2024

ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a diverse community support organisation that supports thousands of Victorian people and communities to overcome barriers and disrupt disadvantage to live their life, their way.

As a service provider Melbourne City Mission's work is focussed on supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission's service profile includes Youth, Adult and Family; Disability; Employment and Education; Homelessness; and Palliative Care.

As a social change agent, Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

JOB CONTEXT

The Lead Tenant model operates as supported accommodation for young people on Child Protection orders, aged between 16 and 18 years. These young people are transitioning to independent living from Out-of-Home Care services. Lead Tenant houses are CIAO-managed and owned by the Department of Families, Fairness, and Housing (DFFH).

The Lead Tenant Model seeks to:

- Assist the young person to define their goals and future objectives
- Directly teach skills through example and practical application
- Act as a resource to access information and existing community services
- Assist the young person to explore and broaden their recreational interests and choices
- Advocate with and for the young person on both individual and systemic levels
- Identify and build on the young person's strengths, abilities, and skills
- Utilise thorough exit planning processes, including long-term housing options

BENEFITS

- The Lead Tenant position is not a paid position. The opportunity to contribute to a young person's life and financial incentives can make the role of Lead Tenant appealing and rewarding. It is important that prospective Lead Tenants be motivated by the desire to work with young people in addition to subsidised housing.
- To be a positive role model to young people *living with you in an MCM house*
- A chance to gain practical experiences in the youth community service sector that may contribute towards future job applications and relevant education study units

- Ongoing supervision and professional development training
- Every young person referred to the lead tenant program has designated case workers who provide support with accommodation, advocacy, education and training
- Lead Tenants are not required to pay rent or utilities
- Lead Tenants are encouraged to be studying or working and to have a social life outside of the house while also working to create a safe, nurturing environment within the home.

JOB OBJECTIVES

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

- To reside in a household with young people who may present with challenging behaviours and complex issues.
- To work and engage through Trauma Informed and Healing Oriented approaches with the young people in the program as well as other volunteers and staff.
- Take part in regular supervision and utilise reflective practice.
- Undertake trainings as directed by the Lead Tenant program.
- To assist in developing interpersonal skills, and healthier relationship and lifestyle choices through positive reinforcement of pro-social behaviours.
- To be available to young people when they request moral support and/or to enjoy activities with them including, but not limited to, making dinner together, gardening, arts and crafts, watching movies and TV, and exercise and recreation.
- To model how to schedule and carry out daily routines and commitments, including the sharing of household tasks to develop the young peoples' skills and empower them to assist with cleaning and household duties.
- To be a responsible and supportive adult mentor, rather than an authority or parental figure.
- To liaise regularly with the CIAO staff on issues affecting the residents or household, including reporting maintenance issues to the Senior Worker and to be available for contractors to attend the home to carry out maintenance.
- To contact the On-Call worker after regular business hours in the case of a critical incident or emergency.
- To act in the best interests of the young people.
- While MCM will consider an applicant with an Assistance Animal, MCM is currently unable to accept applicants who have Emotional Support Animals or pets.

DESIRABLE SKILLS AND EXPERIENCE

- A basic understanding of adolescent safety, stages of development, and patterns of behaviour.
- A basic understanding of Trauma Informed practice.
- Ability to critically reflect on actions and behaviours to improve practice.
- The ability to build a strong rapport with the young people and engage with them consistently utilizing strength-based approaches.

- Respect and maintain the confidentiality and privacy of the young people and other Lead Tenants.
- Communicate effectively with allocated Case Workers, Senior Worker, Team Leader, and young people in a timely and appropriate manner.
- We recruit lead tenant volunteers from all walks of life ranging from working professionals to tertiary students with the requirement that they are eager to make a difference in young people's lives.
- First Aid certification – MCM can support in obtaining this if successful.
- Knowledge and experience working with people with trauma histories, mental health symptoms, disabilities, and other complexities.

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Workplace Health & Safety:

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees, volunteer, and clients and adheres to Occupational Health & Safety regulations as an employer.

As a volunteer, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

Client Wellbeing and Safety:

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees and volunteers are required to comply with the Child Safe Standards.

COMPLIANCE

As a volunteer, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- Satisfactory completion of safety screening including a current Working with Children check, National Police check, International Police check (if required), and the right to work in Australia.
- First Aid certification – MCM can support in obtaining this if successful.

OUR VALUES

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

	We are inclusive and accepting of difference.
Together	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.

	<p>We pursue our goals with determination.</p> <p>We are passionate about our advocacy role.</p>
Curious	<p>We are inquisitive and ask why.</p> <p>We challenge the status quo.</p> <p>We actively explore the alternatives.</p>
Open	<p>We are transparent and have genuine, honest interactions.</p> <p>We listen and hear people's voices.</p> <p>We value and respect the autonomy of clients.</p> <p>We trust one another.</p>
Accountable	<p>We act safely in all our interactions.</p> <p>We manage within our financial and resource boundaries.</p> <p>We own our outcomes and decisions.</p> <p>We are proud of the work that we do.</p>

HOW TO APPLY

Applications must include a resume and a cover letter outlining your motivation to become a Lead Tenant Volunteer. Aboriginal, Torres Strait Islander, LGBTQIA+, retired, students, people with disabilities, and people with lived experience encouraged to apply.

For more details or if you have any issues with the application please email: recruitment@mcm.org.au