

**POSITION:** Senior Participation Support Worker  
**REPORTS TO:** Head of Policy, Advocacy and Government Relations  
**DATE CREATED:** June 2024

## ORGANISATIONAL ENVIRONMENT

MCM (Melbourne City Mission) is a leader and innovator in the provision of services to the community. Established in 1854, MCM is a non-denominational 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 MCM's work is focused on supporting people to have agency in their own lives and participate fully in community life. MCM's service profile includes Children; Young People; Adult and Family; Employment, Education and Training; Homelessness; Justice; and Palliative Care.

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

All of our work is realised through the MCM Values: Together; Courageous and Curious; Open and Accountable.

## JOB CONTEXT

The MCM Policy, Advocacy and Government Relations team, believe that people who have experienced disadvantage hold valuable knowledge and expertise and can teach us about the systems and services that support them in the best ways. The team collaborates with key stakeholders across the MCM Group to develop and drive strategies, working to enhance its key relationships, advocate for lasting systemic change, and build its external profile.

The primary functions of the Policy, Advocacy and Government Relations team are:

- **Government Relations:**  
Building and maintaining strong working relationships with key government stakeholders across state, federal and local governments, including members of parliament, advisers and within the public service.
- **Policy development:**  
Developing the research, policy and solutions needed to achieve our vision of an inclusive, fair, and equitable society.
- **Advocacy:**  
Identifying and implementing advocacy strategies to achieve the change needed, including through Government relations, submissions, engagement with the media, collaborations with other sector organisations or allies.
- **Lived Experience:**  
Developing, coordinating, and implementing an organisation-wide Lived Experience & Engagement Framework including PAG's Implementation Plan.

MCM's Lived Experience Engagement Participation framework provides the guiding principles from which the role of Senior Participation Support Worker will operate: Inclusive; Integrity and Accountability; Action-oriented; Strengthening; and Incorporated.

## JOB PURPOSE

The Senior Participation Support Worker role will be part of strengthening and embedding the voices and insights of lived experience into the organisation in line with MCM's Strategic Plan 2023-27.

MCM Group is when we refer to the three organisations under the MCM banner, which are MCM, MCM Housing, and Hester Hornbrook Academy.

The Senior Participation Support Worker is a part-time position (0.4EFT).

The position will provide support, mentoring and professional supervision to approximately five Lived Experience Engagement Advisors employed by MCM. The Senior Participation Support Worker will coordinate capacity across the MCM Group, and with external stakeholders to ensure the Lived Experience Engagement Advisors can contribute and collaborate in meaningful ways that benefit the people we support and MCM Group.

## JOB OBJECTIVES

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

- Ensure routine support, mentorship, debriefing and professional supervision as it aligns with the values and principles of the Lived Experience Engagement & Participation Framework, and the Healing Oriented Framework.
- Facilitate professional developmental plans that include career trajectory for the Lived Experience Engagement Advisors.
- Utilise secondary consultation and EAP mechanisms to ensure a high standard of professional care and wellbeing is provided to the Lived Experience Engagement and Participation team.
- Participate in, and facilitate meetings, debriefing, supervision, professional development, and forums.
- Coordinate capacity of the Lived Experience Engagement and Participatory Advisory team across the organisation to deliver, which may include: insight, advice, design-thinking and/or project based participation, also stakeholder, forum, and media contributions.
- Collaborate with other members in the Policy, Advocacy and Government Relations team to understand and implement current advocacy, strategies and projects that include Lived Experience Engagement Advisory participation.
- Commitment to punctuality and attendance to the role performance.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements.
- Implement strategies to maintain personal wellness and request support (as required).

## KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM Group employees, expert consultants, and stakeholders within the community. Examples of key relationships are detailed in the following table:

<b>Internal Relationships</b>	<ul style="list-style-type: none"> <li>• MCM Executive and MCM Group Boards</li> <li>• MCM clients and Hester Hornbrook students</li> <li>• MCM, Hester Hornbrook and MCM Housing leadership teams</li> </ul>
<b>External Relationships</b>	<ul style="list-style-type: none"> <li>• Consultants/ subject experts</li> <li>• Sector partners and peak bodies</li> </ul>

## KEY SELECTION CRITERIA

- A qualification in youth work, community development or a related tertiary qualification or previous experience (4 years) working in the lived experience community support services sector.
- People leadership skills including support, mentorship, debriefing and supervision.
- Ability to use own life experiences and expertise to advise, support and collaborate with teams across the MCM Group.
- Excellent communication and problem-solving skills encompassing interpersonal, verbal and written, and negotiation skills.
- An understanding of key issues affecting people with multiple and complex support needs including homelessness, mental illness, alcohol and other drug use, health and safety, social exclusion, and community connection.
- A strong commitment to, and emerging knowledge of recovery-based practice in the workplace in alignment with the MCM Healing Oriented Framework.
- Emerging knowledge of the community service system and key influencers in policy and advocacy in the local and broader areas of Victoria.
- Willingness to undergo developmental supervision to support your role.
- An understanding of the requirements for ensuring child safety.
- Strong organisational, time management and computer skill proficiency.
- Satisfactory completion of safety screening including a National Police Check (International also if required), a current Victorian Working With Children's Check (Employee), and the Right to Work in Australia.

### Desirable:

- MCM highly values a diverse workforce and is recognised by the Diversity Council of Australia as an inclusive employer. We strongly encourage applications from First Nations people, people with disability, people from diverse cultural and linguistic backgrounds, people of all ages and people who identify as LGBTQ+

## ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

**Child Safety & Safety of Vulnerable People**

MCM is a Child Safe Organisation. 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 are required to comply with the Child Safe Standards.

**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 and people who use our services and adheres to Occupational Health & Safety regulations as an employer.

As an employee, 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 people who use our services who may be affected by your acts or omissions in the workplace.

**Operational Accountability:**

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations, and work responsibilities as detailed in our various policies and procedures, Code of Conduct, and regulatory guidelines.

**COMPLIANCE**

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- All employees are subject to MCM’s Employment Safety Screening Procedure.

**LEADERSHIP CAPABILITY FRAMEWORK**

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
<b>PARTNERSHIPS</b>	<p><b>People at the Centre</b>            We do our best work when we understand the people we serve and enable them to direct their own lives, demonstrating unconditional positive regard. We partner with others to provide access to what they need locally.</p>

<b>PARTNERSHIPS</b>	<b>Collaboration &amp; Cooperation</b> Seeks to find the right solution for all. Stays connected and works together with colleagues and the people who use our services to achieve great things.
<b>PARTNERSHIPS</b>	<b>Credibility &amp; Integrity</b> Establishes credibility and trust in the eyes of clients, colleagues, regulators, funders and partners. Is recognised being principled and as having expertise as a leader.
<b>REPUTATION</b>	<b>Provable Results</b> Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for the people who use our services and our colleagues.
<b>REPUTATION</b>	<b>Disrupting Disadvantage</b> Promotes fairness and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.
<b>PEOPLE</b>	<b>Resilience &amp; Bounce Back</b> Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to setbacks and disappointments.
<b>PEOPLE</b>	<b>Builds Capability &amp; Realises Potential</b> Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.
<b>PEOPLE</b>	<b>Safety First</b> Always puts safety first. Creates a safe, healthy, and caring workplace that is expressed in all operational activities and interactions with others.

## 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.

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We listen and hear people's voices.  
We value and respect the autonomy of clients.  
We trust one another.

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**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.