

POSITION: Operations Manager, Youth Refuges

REPORTS TO: Head of Youth Homelessness

DATE July 2024

ORGANISATIONAL ENVIRONMENT

MCM (Melbourne City Mission) is a leading community services organisation that innovatively works alongside thousands of Victorians and their communities to overcome barriers experienced through Homelessness, Early Years, Disability, Palliative care, Early Childhood Intervention Services and Education.

With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage.

Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way.

JOB CONTEXT

This role sits within MCM Services, and the Operations Manager plays a key role in supporting the daily functions of the Youth Refuges and is responsible for the operations off the programs within the portfolio, which are;

- Vicky's Place Youth Refuge
- Stopover Youth Refuge & Stopover Youth Housing program
- Western Region Accommodation Program (WRAP) & WRAP Enhanced
- Iramoo Youth Refuge.

JOB PURPOSE

To oversee the day-to-day operational management, quality, and high-level functioning of Melbourne City Mission's Youth Refuges, and drive innovation and growth.

JOB OBJECTIVES

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

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- Ensure the provision of high-quality services to young people who are experiencing homelessness or are at risk of becoming homeless under supervision and instruction of Head of Youth Homelessness.
- Provide Back-up to on-call roster team.
- Provide leadership, support to the team, and regular supervision to Team Leaders and Senior Workers
- Develop and provide operational policy and program leadership on youth homelessness related issues, particularly as it relates to crisis accommodation services.
- Oversee monthly budgets reports and yearly budget build with Head of Youth Homelessness.

- Work with Head of Youth Homelessness to implement MCM policy and procedures according to DHHS Service Standards and Melbourne City Mission Practice Framework.
- Work with other MCM Operations Managers and internal MCM leads on projects as directed by Head of Youth Homelessness.
- Manage and develop relationships with external services.
- Report on programs, projects, targets and achievements.
- Coordinate and facilitate State-wide Refuge network and annual refuge forum in consultation and collaboration with Head of Youth Homelessness.
- Other duties as required.

POSITION AUTHORITIES

Direct reports:	Five
Indirect reports:	19 ongoing, 12 casuals.
Operating expenditure:	As per delegations of authority.
Capital expenditure:	As per delegations of authority.
Other:	Authorising time sheets for leader staff. Back up to On-call Roster team.

KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

Internal Relationships	This position has relationships with staff from a range of MCM program areas that include:
	• Staff from the Homelessness and Justice Division Team
	• Staff from Staff Learning and Development
	• Staff from People and Culture
	• Staff from Corporate Services, including Properties and Facilities and Finance.

External Relationships	The Operations Manager will actively liaise and network with external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services to young people. These include but are not limited to:
	• Department of Health and Human Services
	• Victorian Youth Refuge Coordinators
	• Access points
	• Housing organisations.
• Community and area mental health services	

KEY SELECTION CRITERIA

Essential:

1. Tertiary qualifications in social work, youth work, welfare studies or related fields and demonstrated experience in working with people who are at risk of or experiencing homelessness
2. Experience in management and leadership roles within the community services or related fields
3. Extensive knowledge, understanding of current issues and trends in the youth homelessness
4. Sound theoretical practice based on best practice and current theory
5. Demonstrated experience, knowledge and skills in the delivery of human services, preferably in a residential service environment
6. Demonstrated experience and sound understanding of supervision practices and best practice principles when providing staff support and management
7. Ability to understand and implement the operational policies, procedures and directions of the Department of Health and Human Services
8. Experience and skills in working with service providers and government departments
9. Demonstrated experience in building effective teams and strong leadership skills
10. Excellent communication and problem-solving skills encompassing interpersonal verbal, written and IT skills
11. Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check and the right to work in Australia.
12. Knowledge and understanding of current government reform, policy, issues and trends in relation to youth homelessness and housing.

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
PARTNERSHIPS	People at the Centre 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.
PARTNERSHIPS	Collaboration & Cooperation 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.
REPUTATION	Provable Results 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.
REPUTATION	Disrupting Disadvantage Promotes fairness and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.

PEOPLE **Builds Capability & Realises Potential**
Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.

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

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.

I have read and understood the Job Description.

Name:

Signature:

Date: