

**POSITION:** Senior Youth Mental Health Recovery Lead, Circuit Breaker Refuge.

**REPORTS TO:** Operations Manager – Circuit Breaker Refuge

**DATE** June 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

The Homelessness, Justice & Family Services division supports people experiencing, or at risk of homelessness, people involved in the justice system and families at risk of poorer outcomes and progression to greater forms of disadvantage. The division provides a range of services aimed to prevent or reduce the impacts of homelessness, incarceration, and family cycles of disadvantage through provision of evidence based, high quality, effective interventions.

The Homelessness, Justice & Family Services division consists of five conceptual domains:

- Accommodation
- Youth and Family Homelessness
- Frontyard Youth Services
- Justice; and,
- Family Services.

Frontyard Youth Services is a specialist youth service providing a range of multidisciplinary programs to meet the holistic needs of young people aged between 12 and 25 years who are at risk or experiencing homelessness. Frontyard aims to support young people to meet their physical, emotional and social needs and to develop pathways out of homelessness. Many of the services at Frontyard work with young people across greater Melbourne and throughout Victoria.

Frontyards co-located innovative 17 bed youth refuge, Circuit Breaker based in Melbourne CBD operates 24/7 and provides high level wraparound supports, including enhanced mental health, drug and alcohol, and therapeutic supports, to respond and creatively engage those young people experiencing complex barriers to sustainable housing options and access to the broader youth housing and homelessness service system.

## JOB PURPOSE

The Senior Youth Mental Health Recovery Lead is a vital part of a multidisciplinary collaborative team case management and coordination approach to young people residing in Circuit Breaker Youth Refuge. Not

only will you support young people directly and through creative group-work offerings, you will also play an active role in supporting the ongoing capacity of the team to respond to young people's mental health and wellbeing needs.

The Senior Youth Mental Health Recovery Lead plays a vital role in the provision of staff consultation and capacity building support to the team alongside Team leaders including operational support and improvements to support the ongoing quality of the program.

You will be joining a dedicated team to develop young person-centred plans and deliver direct, and practical healing orientated support. You will encourage young people as they take steps towards their recovery and assist them in building long term support networks and links with referral options to ensure they are fully supported to continue their recovery after they leave the refuge and access alternative housing in the community.

## JOB OBJECTIVES

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

- Support the Circuit Breaker team to build capacity through training, coaching, and secondary consultation.
- Develop and deliver tailored training, coaching, and peer support to the team.
- Deliver high quality services as part of a multi-disciplinary case management team model of care.
- Lead in partnership with the Operations Manager, the creation of partnerships with mental health service system agencies.
- Plan, design, and deliver group programs that aid young people to build their skills and focus on recovery.
- Work as part of a multidisciplinary team offering specialised psychosocial support. Planning and provision of mental health care, including completion of mental health assessments, crisis intervention, psychoeducation and short-term treatment interventions to young people experiencing mental health and/or substance use, and/or other social difficulties, including current evidence-based approaches.
- Provide on-call response as per on-call roster.
- Support young people to stabilise their mental health and navigate the broader mental health service system and return to their community, live independently and enjoy a meaningful life through a staged approach to recovery.
- Collaborate with a range of services and the community to ensure a co-ordinated, integrated response to client's recovery goals, including Frontyard Check-In Program.

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## 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**

  - Circuit Breaker team
  - Frontyard Intensive Youth Support Programs, including Check-In Program.
  - All employees, volunteers, and contractors within MCM
- External Relationships**

  - Mental health services
  - Other youth dedicated programs

## KEY SELECTION CRITERIA

### Essential:

- **Qualified:** You'll hold a relevant qualification in social work, psychology, occupational therapy or similar and are a member of your professional body. Master's qualification and/or mental health endorsements highly valued.
- **Practitioner Experience:** You bring extensive clinical or community based mental health practice experience in a complex trauma informed environment, with experience managing complex cases, specifically with young people in crisis. You understand through practice, the impact trauma has on individuals and on systems, as well as demonstrating knowledge and understanding of development, attachment, and trauma theories as they relate to homelessness.
- **Mental Health:** Extensive experience in working with people with mental health issues, complex needs and interacting with families and carers. Demonstrated clinical skill in best practice mental health assessment, and a sound knowledge of the common mental health issues faced by young people, including impacts of trauma.
- **Coaching & Developing Others:** You bring practice experience in supervising, coaching, developing others to support individual and team capacity.
- **Group-Work:** Experience in facilitating group activities for young people experiencing mental ill health is desirable.
- **Service Navigator:** Understanding of the mental health sector and ability to build strong relationships with service providers, clinical teams and key stakeholders. Extensive service system knowledge, relevant legislation, government policy and strategic directions in relation to mental health and alcohol and other substances particularly as it relates to young people.
- **Learning agility:** you're always expanding knowledge and practice in your discipline and can provide examples of how you've driven your development in this area. Specifically in the area of trauma informed practice, vicarious trauma, youth, and specialist homelessness services.
- Proficient IT skills in Microsoft Office and client management systems, and experience in report writing.
- Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employee), current Victorian Drivers Licence, and the right to work in Australia.

## 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>	<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>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>Wins Hearts &amp; Minds</b> Contributes to an environment where people want to do their best work, and show commitment to the One MCM Purpose and Philosophy.
<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:

<b>Together</b>	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.
<b>Courageous</b>	We speak up constructively in line with our convictions. We pursue our goals with determination. We are passionate about our advocacy role.
<b>Curious</b>	We are inquisitive and ask why. We challenge the status quo. We actively explore the alternatives.
<b>Open</b>	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.
<b>Accountable</b>	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 understand the Job Description.**

**Name:**

**Date:**

**Signature:**