

## Position Description

POSITION: Hub Lead – Living Learning

REPORTS TO: Living Learning Operations Manager

DATE CREATED: June 2024

### ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM) 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 focussed on supporting people to take charge of their own lives and participate fully in community life. MCM Group's service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Housing; 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.

Hester Hornbrook Academy is part of the MCM Group. It is a Special Assistance School which provides flexible education and learning options, including VETiS (Vocational Education and Training in Schools), VPC (Victorian Pathways Certificate), VM (VCE Vocational Major), VCE and an *extend* program offering a variety of elective subjects. Recognising that mainstream education is not suitable for all young people, Hester Hornbrook Academy programs are driven by the personal pursuits of students.

### JOB CONTEXT

Living Learning is a project initially funded through the Partnerships Addressing Disadvantage program with the Victorian Government. Living Learning works with young people who are persistently not in employment education or training (NEET) and who experience mental health conditions. Through the supports offered by Living Learning (mental health supports, Key Worker supports and specialist education supports) the aim of the program is to re-engage young people into Hester Hornbrook, to stabilise their mental health and work with them to achieve positive pathways in their lives. The project outcomes are measured by assessing various cost savings for government and education and health success for the young people.

The MCM Group's practice is underpinned by our Healing Oriented Framework (HOF), an important set of guiding principles developed with the aim of giving MCM Group a shared understanding of the prevalence and impact of trauma and traumatic stress on the health and wellbeing of the people with work with.

### JOB PURPOSE

The Hub Lead is a key member of the Living Learning team, their role is to supervise and lead a region of the program, either West or City region. Each Hub Team is made up of a multidisciplinary group, including a psychologist, and Occupational Therapist, and multiple Key Workers.

The Hub Lead supports the multidisciplinary hub team to keep Living Learning students engaged with their education at Hester Hornbrook Academy (HHA) or to assist them to transition to other positive pathways and stabilising their mental health. This includes providing referral support for students to address barriers they are facing to engaging in and achieving their education. The hub team, including the Hub Lead, are often working in different MCM and HHA work sites, providing outreach support, and working in the community.

## JOB OBJECTIVES

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

- Provide high quality leadership of the Living Learning Hub Team, including regular supervision, coaching, support and direction.
- Promote and maintain a positive workplace culture guided by MCM’s Healing Oriented Framework and MCM Values.
- In collaboration with the Operations Manager, oversee the recruitment, induction and development of employees.
- Effectively support team members to provide high quality support to vulnerable young people, through application of the Living Learning Program Logic.
- Support the Hub Team to engage with program participants and advocate on their behalf with other agencies to ensure access and delivery of services.
- Maintain and develop positive and effective partnerships with relevant sector organisational partners.
- Complete regular reporting, information and data collection, and quality improvement activities including updating procedures and manuals.
- Participate in, and facilitate, meetings, debriefing, supervision, training, and forums.
- MCM is committed to the safety of its participants and employees, taking a zero-tolerance approach to violence within the workplace, abuse, including child abuse and abuse of people with disability. All employees are required to comply with the Child Safe Standards.
- Perform other duties and responsibilities, as directed by the Living Learning Operations Manager or delegate.

## 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

- Living Learning and Hester Hornbrook Academy staff
- Living Learning and Hester Hornbrook Academy students
- Other MCM staff

### External Relationships

- Government Services, including Health, Justice and Housing
- Other schools
- Non—government community services

## KEY SELECTION CRITERIA

### Essential:

- Bachelor level qualifications in youth work, social work, mental health or other related fields.
- Experience of staff leadership, supervision and coaching in a complex service delivery environment.
- Demonstrated experience in developing and delivering trauma-informed programs and services for young people at risk or experiencing disengagement from education.
- An extensive understanding of the youth service system with knowledge of patterns, trends and systemic issues.
- Strong ability to build and maintain positive relationships, including problem solving and communicating with people of diverse backgrounds and abilities.
- Demonstrated ability to develop your own capabilities and improve performance, with guidance from supervisors.
- Strong written communication skills.
- Ability to use Microsoft software products (Office, Excel, Teams).
- Ability to work flexible hours to support client needs and to perform regular travel within metropolitan Melbourne (fleet vehicles are available for staff use).
- Knowledge of the legislative requirements when working with at risk young people, including Child Safety Standards.
- *Provide First Aid* certificate (formerly First Aid Level 2) or willingness to obtain.
- 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.

### Desirable:

- Experience working in an educational setting
- Experience supervising a multidisciplinary team

## 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 and participants 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 participants 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 are required to comply with the Child Safe Standards.

**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.
- 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.

**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>Customer Focused</b> We do our best work when we understand people, and enable them to direct their own lives. We partner with others to provide access to what they need locally.
<b>PARTNERSHIPS</b>	<b>Credibility &amp; Integrity</b> Establishes credibility and trust in the eyes of participants, 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 customers and colleagues.
<b>REPUTATION</b>	<b>Doing Our Best</b> Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.

**PEOPLE**      **Wins Hearts & Minds**  
 Contributes to an environment where people want do their best work, and show commitment to the One MCM Purpose and Philosophy.

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

**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 participants.
- 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.