

POSITION: LGBTQIA+ Inclusion (HWEI Submission) Lead

REPORTS TO: Head of Workforce Inclusion & Engagement

DATE: August 2024

ROLE DETAILS: 0.8 (4 days), 9+ months contract

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 is a new role, implemented to lead MCM's LGBTQIA+ Inclusion Project through submission to the Health + Wellbeing Equality Index (HWEI). We have made this a priority under our Diversity, Equity of Access and Inclusion Strategy, given the high numbers of people we support and high proportion of workforce who identify as members of the LGBTQIA+ community. We have a strong Rainbow Committee and a supportive culture from our Boards and Executive team, so we're at exactly the right point to take more formal steps towards completing to Pride in Health & Wellbeing's HWEI. We have confirmed funding for the role until 30 June 2025 and are hopeful that it will be extended past that date.

This work will require consideration of how to support LGBTQIA+ inclusive practice from an intersectional perspective, understanding that no person exists within a single category of lived experience.

This function sits across all MCM Group teams, including Homelessness & Family Services, Disability Services, Palliative Care, Enabling Functions (ICT, PQS, Finance, Philanthropy & Brand etc), Volunteer Programs, MCM Housing and Hester Hornbrook Academy.

This is a hybrid location role, with at least 50% of time expected at an MCM Group location (including at least one day per week at MCM Group's South Melbourne office).

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JOB PURPOSE

This is a culture change role that will lead MCM Group to the next level of maturity in safe, responsive service delivery and workforce culture for LGBTQIA+ people and allies, inclusive of the broad range of lived experience. The role will lead a working group of passionate staff members and include analysis of current practices and recommendations for change. We strongly encourage applications from people with lived experience relevant to the role.

JOB OBJECTIVES

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

- Act as the Project Lead for the development and implementation of successful submission to the Health + Wellbeing Equality Index and associated key outcomes.
- Use a change management methodology to increase LGBTIQ+ inclusive practice (acknowledging the importance of intersections with broad lived experience) within service delivery and workforce practices, through leadership and subject matter expertise.
- Make recommendations for corrective and preventative actions from gaps identified through HWEI submission feedback.
- Lead, administer and regularly consult with the HWEI Working Group. Participate actively in MCM's DEI Working Group and Rainbow Committee.
- Incorporate MCMG's Healing Oriented Framework (HOF) as an overarching practice framework for best practice.
- Identify staff education options and/or deliver training to staff to support project aims.
- Regularly report verbally and in writing to senior leaders and/or Executive team about progress and challenges.
- Write concise, accessible reports on submission outcomes and changes required, including change resourcing estimates.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards, including Child Safe Standards, Social Services Standards, NDIS Standards, Palliative Care Standards.
- Perform other duties and responsibilities, as directed by the Head of Workforce Inclusion & Engagement or delegate.

POSITION AUTHORITIES

Direct reports:	None
Indirect reports:	None
Operating expenditure:	As per delegations of authority
Capital expenditure:	As per delegations of authority
Other:	None

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

- Senior Leadership Team
- Rainbow Committee
- HWEI Working Group

External Relationships

- Diversity, Equity of Access & Inclusion Working Group
- People, Quality & Safety Team
- Pride in Health & Wellbeing
- Rainbow Health Australia
- Experienced LGBTQIA+ practitioners

KEY SELECTION CRITERIA

Essential:

- Demonstrated ability to lead and drive cultural change within a social services, health or education context.
- Highly developed influencing skills, with the ability to quickly form relationships of mutual trust and respect with people at all levels within MCM Group and external stakeholders.
- A strong personal commitment to using co-design principles to improve safe and inclusive practice for LGBTQIA+ service users, students and workforce.
- Proven experience and high-level skills in project management and systems thinking.
- Demonstrated experience in working both within a project team and independently.
- Innovative and agile, experienced in finding new solutions to persistent challenges.
- A strong understanding of the operating and resourcing culture within For Purpose organisations.
- Computer literacy, including proficiency in Microsoft Suite.
- Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employee) and the right to work in Australia.

Desirable:

- Lived experience relevant to working and connecting with people who identify as LGBTQIA+.
- A qualification in project management and/or change management.
- A qualification in a social services or health-related field (eg social work, youth work, disability services, community development, nursing, psychology).
- Previous experience with submissions to HWEI and/or Rainbow Tick.
- Experience leading and working through a working group, reference group, client participation group or similar.
- Demonstrated experience in co-ordinating and managing audits in health, disability, education and/or children/youth and family services.
- Experience working within a complex, multi-program For Purpose organisation.
- Experience working within a service environment that supports young people.
- Current Victorian Drivers Licence

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	<p>Influence & Persuasion</p> <p>Delivers a compelling message to gain support for ideas or projects. Acts to influence outcomes for the benefit of the people we work with.</p>

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 **Spreading the Word**
'Sells' rather than 'tells'. Takes every opportunity to promote MCM, its services, purpose and philosophy.

PEOPLE **Resilience & Bounce Back**
Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to setbacks and disappointments.

PEOPLE **Challenge & Change**
Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.

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.