

POSITION: Team Leader – Case Management Programs IYS

REPORTS TO: Intensive Youth Support, 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, Melbourne City Mission is a diverse community support 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 Melbourne City Mission's work is focussed on supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission's service profile includes Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; 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.

JOB CONTEXT

The Homelessness, & 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, and family cycles of disadvantage through provision of evidence based, high quality, effective interventions. The Homelessness, & Family Services division consists of four conceptual domains:

- Accommodation;
- Youth and Family Homelessness;
- Frontyard Youth Services;
- 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 experiencing homelessness. Frontyard aims to support young people to meet their physical, emotional, and social needs and to develop pathways out of homelessness. Many services at Frontyard work with young people across greater Melbourne and throughout Victoria.

Frontyard's support model includes a suite of primary and allied health, specialist housing, assertive outreach, therapeutic supports, early intervention & prevention services, legal, education and employment support. Additionally, Frontyard's 18 bed crisis accommodation operates 24/7 and provides higher intensity supports, including enhanced mental health, drug and alcohol, and therapeutic supports, to respond and creatively engage those young people with the most complex barriers.

JOB PURPOSE

The purpose of this position is to lead a team of case managers in the delivery of rapid engagement, culturally safe, flexible, and holistic case management services to young people experiencing homelessness and who may have experienced:

- Require housing and specialist homelessness support and/or
- Family violence or intimate partner violence, and/or
- Who may be pregnant or parenting, and/ or
- May identify as a young woman and experience crisis.

The Team Leader oversees a comprehensive monitoring and evaluation framework and flexible funding to meet young people's needs and goals. They must ensure that the required targets are met for all funded activities, budgets are managed as required, and the quality of services delivered are in line with the program's service agreement with Department of Family, Fairness and Housing (DFFH), and relevant legislation and service standards.

JOB OBJECTIVES

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

- Provide direct leadership and support to the team members who receive referrals for the different funded activities, including the provision of practical advice for the case managers.
- Oversee the provision of referrals and caseload management to the Team and best practice, healing oriented case management responses to young people allocated to the Team.
- Provide secondary consult to staff working with young people with multiple and complex needs and support them to develop advanced care, safety, and risk plans, including FV risk plans to meet their needs throughout their service provision including in crisis.
- Provide support, guidance and direction to the Senior Worker Intensive Case Management.
- Provide best-practice leadership and specialist case practice advice relating to pre and post-natal care, family preservation and child reunification, specialist homelessness services, gendered practice, and family domestic violence, and collaborative practice approaches to the case managers.
- In collaboration with the IYS Operations Manager, create and maintain a continuous recruitment plan that ensures the 'best-of-the-best' staff are employed.
- Develop, maintain, and leverage external partnerships to ensure the support of children, young people, and their families.
- Continually develop, maintain and role model a positive workplace culture.
- Contribute to service development and continuous improvement, measurement, tracking, and reporting.
- In conjunction with the IYS Operations Manager, monitor review and analyse budgets and operational functions.
- Contribute to a positive and safe work culture, including driving the Integrated Frontyard approach and one practice method methodology.

- Ensure services are delivered within the framework of MCM’s policies and procedures, legislative requirements, and meet the relevant service standards.
- Participate in, and facilitate, meetings, debriefing, supervision, training, and forums.
- Perform other duties and responsibilities, as directed by the 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	<ul style="list-style-type: none"> • All Frontyard Integrated Service teams, including Access Point, Check In, and Circuit Breaker • MCM Youth Refuge and Foyer teams • Employees from the Homelessness & Family Services division
External Relationships	<ul style="list-style-type: none"> • Youth crisis accommodation and housing providers • Family Violence and Parenting services • Hospitals, Victoria Police, and other health services

KEY SELECTION CRITERIA

Essential:

- Bachelor qualification in Early Childhood Development, Youth Work, Psychology or Social Work or a related tertiary qualification.
- Demonstrated experience leading, implementing and improving child/parent focused programs and services for children, parents and their families who have complex needs such as family and or/intimate partner violence, homelessness, mental health presentation or AOD related issues.
- Demonstrated experience developing, managing, and leading a multidisciplinary team within the child, youth, and family services sector, including the ability to accurately assess staff competencies, strengths, and areas of opportunity for the intention of professional learning and development.
- Sound understanding of specialist homelessness services, maternal pregnancy care pathways, family violence frameworks, key child development and the factors that can impede a young people’s development, and an understanding of the issues facing vulnerable parents in their ability to ensure the safety and wellbeing of their children.
- Significant experience in working within a case management framework.
- An extensive understanding of and commitment to a trauma informed, healing oriented approach to service delivery.
- Ability to build and maintain positive relationships and communicate with people of diverse backgrounds and abilities.
- Extensive knowledge and experience within the child, youth, and family services sectors, and of the child protection system, court orders and mainstream support services.
- Demonstrated understanding of key Victorian policies that will impact on service system development across child, youth, and family sectors.
- Knowledge of relevant legislation, such as the Child Safe Standards.

- Excellent communication and critical thinking skills encompassing interpersonal, verbal and written and negotiation skills.
- Demonstrated ability to think laterally and develop innovative responses to identified issues.
- Significant experience in collection, analysis, and reporting of data, including demonstrated technical capability in information systems and database management.
- Computer literacy, including proficiency in using databases, client management systems and the Microsoft suite of programs.
- Demonstrated capacity to work flexibly, including flexible hours, and ability to manage competing demands.
- 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 License, and the right to work in Australia.
- Internet-enabled device for Time & Attendance when working offsite.

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 clients 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 clients 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.
- All employees are subject to MCM's Employment Safety Screening Procedure.

KEY AREA	BEHAVIOURAL CAPABILITIES
PARTNERSHIPS	<p>Customer Focused 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.</p>
PARTNERSHIPS	<p>Influence & Persuasion 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	<p>Collaboration & Cooperation Seeks to find the right solution for all. Stays connected and works together with colleagues and customers to achieve great things.</p>
REPUTATION	<p>Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.</p>
REPUTATION	<p>Doing Our Best Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.</p>
PEOPLE	<p>Resilience & Bounce Back Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to setbacks and disappointments.</p>
PEOPLE	<p>Wins Hearts & Minds Contributes to an environment where people want to do their best work and show commitment to the One MCM Purpose and Philosophy.</p>
PEOPLE	<p>Builds Capability & Realises Potential Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.</p>
PEOPLE	<p>Challenge & Change Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.</p>

LEADERSHIP CAPABILITY FRAMEWORK

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

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, understood and accepted this Job Description.

Date:

Name:

Signature:

