

POSITION: Senior Worker Intensive Case Management
REPORTS TO: Team Leader, Case Management Programs (IYS Frontyard)
DATE UPDATED: 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 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 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; Justice; 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 and 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. Frontyard Youth Services operate 7 days, 9am – 8pm weekdays and 10am – 6pm on weekends.

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

To provide supervision and support to Case Managers in the day-to-day operations of the Intensive Case Management Program through secondary consultation, mentoring, support and supervision, and direction by the Team Leader Case Management Programs, and manage a half caseload of case management service delivery.

JOB OBJECTIVES

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

Organisation Capability

- To oversee the daily operations of Intensive Case Management Program in partnership with Team Leader.
- With guidance and direction from the Team Leader, oversee Intensive Case Management Program Team in relation to referrals, caseload management, case reviews, and exit planning.
- To support staff to provide high quality intake, assessment and case management support to young people experiencing homelessness, and to maintain a half caseload and deliver direct case management services.
- To deliver formal supervision to staff.
- Provide secondary consult to the team and the broader Frontyard Integrated Service staff.
- Play a key role in the participation and integration of all Frontyard Integrated Services, including the Leaders Group.
- Ensure high level record keeping is maintained and accurate files, case notes and databases.
- Partake in ongoing professional development and supervision.

Service Delivery

- Support service delivery through managing a half caseload to provide an integrated and collaborative service that helps young people to actively create positive and sustainable pathways out of homelessness.
- Contribute to a positive and safe work culture, including driving the Integrated Frontyard approach and one practice method methodology.

Support Coordination

- Build strong relationships with other service providers and the wider community to support pathways and advocacy for disadvantaged young people.
- Monitor agreed actions to ensure they are completed within the agreed timeframe and escalate high risk / concerns to leadership where intervention is required.
- Maintain regular reporting, accurate files, case notes and databases using relevant platforms and systems to achieve KPIs.

Organisation

- Participate in presentations and public speaking, where required and approved.
- Participate in, and facilitate, meetings, debriefing, supervision, training, and forums as required.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards. All employees are required to comply with the Child Safe Standards.
- Perform other duties and responsibilities, as directed by the Team Leader.

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"> • Intensive Case Management Team • Frontyard Integrated Service teams • Youth Refuge teams • Employees from the Homelessness, Justice & Family Services division • MCM Human Resources & Learning and Development Team • A range of Victorian youth accommodation and service providers
External Relationships	<ul style="list-style-type: none"> • City of Melbourne • Child Protection • Victoria Police • Industry Training Providers

KEY SELECTION CRITERIA

Essential:

- Qualifications in human services or an allied health discipline, including youth work, social work, community development or relevant extensive community services experience.
- Strong leadership skills and experience in the supervision of staff and secondary consultation.
- A comprehensive understanding of intake and assessment processes.
- Extensive knowledge of current trends and issues impacting at risk young people and the resources available to assist them.
- Understanding of practice approaches when working with young people who are at risk or experiencing homelessness, with an in depth understanding of the factors that lead to homelessness.
- Demonstrated experience in coordinating support and developing case management plans.
- A clear comprehension of risk assessment and risk management procedures.
- Ability to manage competing priorities across teams, influence and negotiate.
- Interpersonal, verbal & written communication, including public speaking, presentation and report writing.
- *Provide First Aid Certificate*
- An understanding of the requirements for ensuring child safety.
- Satisfactory completion of safety screening checks including, but not limited to, the following checks: National (and International if applicable) Police Check, professional registration, Victorian Employee Working with Children Check, Right to Work in Australia, and current and valid driver licence. All costs associated with safety screening checks except for the National Police Check will be at applicants' expense.

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.
- 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.

OCCUPATIONAL HEALTH & SAFETY REQUIREMENTS

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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>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>Credibility & Integrity 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.</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>Disrupting Disadvantage Promotes fairness and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.</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>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>
PEOPLE	<p>Safety First Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.</p>

OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

TOGETHER	<p>We are inclusive and accepting of difference.</p> <p>We work in highly effective teams and our people are connected across our organisation.</p> <p>We engage proactively with others to deliver outcomes.</p>
COURAGEOUS	<p>We speak up constructively in line with our convictions.</p>

	<p>We pursue our goals with determination.</p> <p>We are passionate about our advocacy role.</p>
CURIOS	<p>We are inquisitive and ask why.</p> <p>We challenge the status quo.</p> <p>We actively explore the alternatives.</p>
OPEN	<p>We are transparent and have genuine, honest interactions.</p> <p>We listen and hear people's voices.</p> <p>We value and respect the autonomy of clients.</p> <p>We trust one another.</p>
ACCOUNTABLE	<p>We act safely in all our interactions.</p> <p>We manage within our financial and resource boundaries.</p> <p>We own our outcomes and decisions.</p> <p>We are proud of the work that we do.</p>