



**POSITION:** Education, Employment and Training Case Manager  
**REPORTS TO:** Team Leader- Creating Connections  
**DATE:** September 2024

## ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM) 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. Our Healing Oriented Framework guides us in our trauma informed knowledge to enhance trauma responsiveness across all programs and deepens the capacity of teams and services in complex environments to provide healing oriented care.

Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way

## JOB CONTEXT

The Creating Connections Education, Employment and Training position sits within the Youth Early Intervention Homelessness Portfolio and is part of Melbourne City Mission's Creating Connections Program. Creating Connections provides support to young people 16 to 24 who are homeless or at risk in both the North-West and Inner South regions of metropolitan Melbourne. The Creating Connections Team encompasses housing support, living skills and education, and training support.

## JOB PURPOSE

To provide flexible and holistic Education, Employment and Training responses to young people aged 16 to 24 who are homeless or at risk of homelessness in the Inner South metropolitan region of Melbourne.

Identify potential barriers through individualised pathway planning with young people to achieve positive Education, Employment and Training outcomes.

Explore interest with young people who may have significant barriers to engage, participate and sustain education, employment and training, as an opportunity to connect them with activities within their local community.

## JOB OBJECTIVES

This position sits within a multidisciplinary team and duties may vary according to the changing needs of the organisation. Duties of this role may include but are not limited to the following:

- Provide high quality employment, education and training (EET) responses to young people who are homeless or at risk of homelessness.

- Provide outreach support to young people that enables them to achieve their EET goals.
- Develop, maintain and review EET plans that help young people create positive and sustainable pathways out of homelessness.
- Provide individual support to young people who maybe facing specific barriers, such as Mental Health, AOD and disabilities, to access and sustain EET opportunities.
- Provide case-coordination and support to young people helping them to explore and access EET training opportunities.
- Develop and facilitate group workshops for young people who are disengaged from education, employment and training.
- Actively promote Creating Connections and key EET initiatives and programs.
- Participate in key forums, networks and meetings.
- Maintain an up to date knowledge of youth support programs including services that provide EET responses to young people.
- Build strong relationships with other service providers and the wider community to support EET pathways for young people.
- Maintain accurate files, case notes and databases.
- Strong organisational, interpersonal and time management skills.
- Participate in ongoing professional development and supervision.
- Undertake administrative duties as required.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.
- MCM is committed to the safety of its clients 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 Team Lea

## KEY RELATIONSHIPS

<p><b>Internal Relationships</b></p>	<p>Creating Connections staff may have relationships with staff from a range of Melbourne City Mission program areas, dependant on the needs of the people they are supporting. Some examples may include:</p> <ul style="list-style-type: none"> <li>- Homelessness, Early Intervention and Family Services</li> <li>- People</li> <li>- Property and Fleet</li> </ul>
<p><b>External Relationships</b></p>	<ul style="list-style-type: none"> <li>- Youth Homelessness services</li> <li>- Specialist services eg: mental health and AOD</li> <li>- Job Networks and Education providers.</li> </ul>

## KEY SELECTION CRITERIA

### Qualifications / Experience

#### Essential:

- Bachelor of Youth Work, Social Work, or a related discipline.
- An understanding and experience with the youth homelessness sector and/or mainstream services, including knowledge of patterns, trends and systemic issues.
- Demonstrated ability to develop and facilitate group workshops for young people
- Demonstrated ability to work collaboratively with other organisations in the education and welfare sectors, in formal and informal partnerships, to achieve client outcomes.
- Demonstrate that Child Safety is a primary part of everyday thinking and practice.
- Demonstrated capacity to deliver group work initiatives.
- Demonstrated well-developed written and verbal communication, interpersonal, conflict resolution, negotiation and mediation skills.

## 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 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.

### 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.
- Ability to build and maintain positive relationships and communicate with people of diverse backgrounds and abilities.
- Ability to work autonomously and as part of a team.
- Computer literacy
- Appointment to this position is subject to the satisfactory completion of a National Police Check, International Police Check (if applicable), current Victorian Working with Children Check, current Victorian Driver's Licence 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>Collaboration &amp; Cooperation</b> Seeks to find the right solution for all. Stays connected and works together with colleagues and customers to achieve great things.
<b>REPUTATION</b>	<b>Disrupting Disadvantage</b> Promotes fairness and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.
<b>PEOPLE</b>	<b>Resilience &amp; Bounce Back</b> Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.
<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:

We are inclusive and accepting of difference.

**Together** We work in highly effective teams and our people are connected across our organisation.

We engage proactively with others to deliver outcomes.

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**Courageous**

We speak up constructively in line with our convictions.

We pursue our goals with determination.

We are passionate about our advocacy role.

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**Curious**

We are inquisitive and ask why.

We challenge the status quo.

We actively explore the alternatives.

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**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.

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**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.