

POSITION: Youth Focused Housing Placement Worker-North West
REPORTS TO: Team Leader Creating Connections
DATE UPDATED: April 2024

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. 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.

MCM is a Childsafe organisation and child safety is at the forefront of our program delivery. Our guidelines ensure that Child Safety is a primary part of everyday thinking and practice. All employees and volunteers have an obligation to ensure we keep children safe from harm and abuse. Since 1854, MCM has been striving for those experiencing disadvantage to live their lives, their way.

JOB CONTEXT

This role sits within the Youth Early Intervention and Homelessness portfolio and provides case management support to young people in the North/West metropolitan region who are homeless or at risk of homelessness.

The Creating Connections Youth Focused Housing Placement 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 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, employment and training support.

JOB PURPOSE

To provide high quality case-management services to young people aged 16-24 who are homeless or at risk and require holistic support to achieve their goals.

JOB OBJECTIVES

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

- To provide crisis intervention, interim response, housing support and intensive goal focused case management and assertive outreach to young people aged 16 – 24 years who are homeless or at risk.
- To effectively manage a case load of young people who require the specialist skills of an experienced practitioner.

- Develop advanced case planning and crisis interventions to meet the needs of young people with multiple and complex needs
- To provide culturally appropriate services to indigenous young people and young people from culturally and linguistically diverse backgrounds.
- To develop and maintain strong working relationships with a wide range of services essential to providing whole of person care to young people in crisis
- To identify skills, personal resources and professional networks that will assist young people to confidently move from crisis into longer term safe and secure accommodation.
- Implement case plan meetings and participate in service coordination.
- Deliver high quality intake, assessment, and referral processes.
- Identify pathways out of the homelessness service system.
- Liaise and work collaboratively with other programs, community agencies and government departments on all levels, particularly Access Points
- Maintain an up-to-date knowledge of Integrated Youth Support services and relevant external service providers to ensure an integrated service response to clients.
- Empower and strengthen young people’s capacity to access mainstream housing options including private rental and shared housing.
- Utilise secondary consult and on-call services for assistance with complex clients.
- Maintain accurate files, case notes and databases
- Prepare reports as required including staff reports, court reports, case plans, Office of Housing waiting list applications & related documentation.
- Participate in the Frontyard integrated service platform and support its intake and assessment systems.
- Undertake administrative duties as required.
- Participate in meetings, debriefing, supervision, training, and forums.
- Ensure services are delivered within the framework of MCM’s policies and procedures, legislative requirements, and meet the relevant service standards.
- Perform other duties and responsibilities, as directed by the Team Leader Creating Connections 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"> • Staff from the Homelessness, Justice, and Families Team • Staff from People & Culture Team • Staff from Properties and Facilities |
| External Relationships | <ul style="list-style-type: none"> • Programs and services across the State of Victoria who support young people at risk. |

KEY SELECTION CRITERIA

Essential:

- A bachelor degree or higher in social work, youth work or a related discipline.
- Demonstrated experience working with young people who are at risk or experiencing homelessness.
- Demonstrated experience working within a case management framework.
- Strong ability to engage young people actively and assertively with complex needs.
- Extensive knowledge of current trends and issues impacting at risk young people
- An understanding of the available resources for at risk young people/and their children.
- Knowledge of the legislative requirements when working with at risk young people and their children.
- Sound understanding of best practice and current theoretical frameworks.
- A knowledge of the homelessness service system.
- Knowledge of trauma informed care practice.
- Strong interpersonal, negotiation, advocacy and conflict resolution skills.
- Excellent communication and problem-solving skills, encompassing verbal, written and ICT.
- An understanding of the requirements for ensuring child safety.
- Strong administration skills and computer literacy.
- 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.
- 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.
- 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
PARTNERSHIPS	Collaboration & Cooperation Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.
PARTNERSHIPS	Customer Focus 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.
REPUTATION	Disrupting Disadvantage Promotes fairness and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.
REPUTATION	Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.
PEOPLE	Safety First Always puts safety first. Creates a safe, healthy, and caring workplace that is expressed in all operational activities and interactions with others.
PEOPLE	Wins Hearts and Minds Contributes to an environment where people want to do their best work and show commitment to the one MCM Purpose and Philosophy
PEOPLE	Challenge and Change Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make 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.