

**POSITION:** Team Leader CIAO  
**REPORTS TO:** Operations Manager Youth Support and Accommodation  
**DATE UPDATED:** October 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; 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

### Community Integration and Accommodation Options (CIAO) Program

The CIAO program consists of 2 programs: Lead Tenant and Targeted Care Packages.

Lead Tenant is a supported accommodation program for young people aged between 16 and 18 years who are on a child protection order and are transitioning to independence from out-of-home care. The program aims to provide a stable environment where young people can develop the skills necessary to achieve their goals, with the support of MCM's staff and volunteer team. The CIAO program comprises four properties in Melbourne's Northwest, with each property housing 2 young people and 2 live in mentors.

Target Care Packages (TCPs) are tailored funding packages developed around individual young people under the age of 19 who are on a child protection order. Each package is different and flexible, and includes case management, brokerage, support and accommodation (where needed). Young people with TCP support can be living in a range of different settings including family homes, kinship care and independent living. The purpose of the package is to support young people to successfully transition away from out of home care services and into independence.

## JOB PURPOSE

The Team Leader is responsible for leading the CIAO Lead Tenant and TCP case management teams, and for overseeing the day-to-day operation of the programs, including intake of young people and being point of contact with DFFH.

As a leadership role, the Team Leader is expected to operate under limited direction from management and undertake a range of functions for which operational practices and guidelines may need to be developed.

The Team Leader will have responsibility for decision making for the CIAO programs, in line with divisional and MCM strategic plans, and will provide expert advice relating to provision of accommodation and support for young people in care and leaving care.

## JOB OBJECTIVES

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

### Program

- Ensure the provision of high quality, solution-focused whole of person services to all young people in the programs; to implement and oversee new responses with the Operations Manager.
- Provide leadership and expert advice to staff and volunteers working with young people with multiple and complex needs, and support employees to develop comprehensive care plans and risk assessments for all young people.
- Be responsible for the monitoring, approval and coordination of the Targeted Care Packages, including acquittal and the allocation of brokerage and staff resources (in collaboration with the Senior Worker); Oversee referrals and intake to programs.
- Ensure the timely and accurate completion of all forms, data and administration processes; to conduct audits and ensure quality of assessment and planning information.
- Ensure that information about young people is shared with DFFH in a timely, collaborative and appropriate way, in line with all relevant guidelines.
- Ensure representation at all relevant meetings related to the young person including case plan meetings, reviews and panels.
- Ensure that all DFFH program guidelines are implemented and that programs adhere to them.

### Staff and volunteers

- Provide high quality leadership, formal and informal supervision, support and development for staff and volunteers.
- Exercise a high level of responsibility for the work undertaken by all program employees and volunteers.
- Continually develop, maintain and role model a positive workplace culture; oversee change processes in partnership with the Operations Manager.
- Be responsible for the recruitment, selection and support of all direct service staff and volunteers; ensure that all HR processes are followed.
- Ensure that all staff and volunteers receive regular scheduled and documented supervision, have access to support and debriefing, have completed required training and annual development reviews, and receive opportunities for professional development.

### Administration

- Be responsible for monitoring program staffing against the program's business plan and funded hours.
- Ensure complete and accurate client records are kept; administer the programs' use of the relevant databases (including managing access).
- Review and enhance policies, procedures and practices for the relevant programs in line with the Department of Human Services guidelines, funding and service agreement as well as legislation.
- Ensure that all reports and acquittals are completed and submitted within timelines.
- Ensure that MCM is a safe environment and workplace for all employees and young people.
- Build and maintain strong relationships with service providers, partner services and agencies.

### Organisational

- Participate in on call for the division, as per the roster.

- Ensure services are delivered within the framework of MCM’s policies and procedures, legislative requirements, and meet the relevant service standards.
- Complete regular reporting, information and data collection, OHS and quality improvement activities including updating procedures
- Participate in, and facilitate, 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 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:

<p><b>Internal Relationships</b></p>	<p>This position may have relationships with employees from a range of Melbourne City Mission program areas including:</p> <ul style="list-style-type: none"> <li>• Employees from the Youth Foyer Programs</li> <li>• Employees from the Better Futures Program</li> <li>• Employees from the Homelessness, Justice and Family Services division</li> <li>• Employees from Shared Services</li> </ul>
<p><b>External Relationships</b></p>	<ul style="list-style-type: none"> <li>• Child Protection (DFFH)</li> <li>• Placement coordination unit (DFFH)</li> <li>• Targeted Care Package team (DFFH)</li> <li>• This position will actively liaise and network with a range of 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.</li> </ul>

## KEY SELECTION CRITERIA

### Essential:

- A bachelor's degree in Social Work, Youth Work or related fields with extensive experience of working with young people from a diverse range of backgrounds.
- Demonstrated experience leading a team of professionals working young people in the care of Child Protection, or a related field, with the ability to oversee a range of interventions and management strategies for young people at risk.
- An understanding of the Child Protection and out of home care service systems with specialist knowledge of systemic issues, and principles in working with DFFH and with at risk young people.
- A demonstrated ability to lead, guide, supervise and support staff and volunteers with a sound understanding of supervision guidelines and best practice principles.
- Excellent leadership, communication and problem-solving skills encompassing interpersonal, verbal and written, and negotiation skills.
- Demonstrated experience in developing and delivering high quality programs and services.
- Demonstrated ability to work autonomously and as part of a team.
- Strong organisational, time management and computer skills.
- Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employment), current Victorian Drivers Licence, and the right to work in Australia.
- Internet-enabled device for Time & Attendance when working offsite.
- Expertise in case management, including assessment and planning processes; ability to actively and assertively engage young people with complex needs.

## 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
<b>PARTNERSHIPS</b>	<p><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.</p>
<b>PARTNERSHIPS</b>	<p><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.</p>
<b>REPUTATION</b>	<p><b>Provable Results</b> Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.</p>
<b>PEOPLE</b>	<p><b>Resilience &amp; Bounce Back</b> Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to setbacks and disappointments.</p>
<b>PEOPLE</b>	<p><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.</p>
<b>PEOPLE</b>	<p><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.</p>

## OUR VALUES

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

<b>Together</b>	<p>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.</p>
<b>Courageous</b>	<p>We speak up constructively in line with our convictions. We pursue our goals with determination. We are passionate about our advocacy role.</p>
<b>Curious</b>	<p>We are inquisitive and ask why. We challenge the status quo. We actively explore the alternatives.</p>
<b>Open</b>	<p>We are transparent and have genuine, honest interactions.</p>

---

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.