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| **POSITION:** | | | **Senior Worker – Youth Foyer Program** |
| **REPORTS TO:** | | | **Team Leader – Youth Foyer Program** |
| **DATE CREATED:** | | | **November 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 portfolio forms part of the Homelessness and Family Services Division. The Division works with three major conceptual domains of service delivery: They include:   * Early Intervention (Youth & Family) * Integrated Responses (Frontyard Youth Services) * Homelessness Services (including Lead Tenant)   Melbourne City Mission’s (MCM’s) Youth Foyer Program has been operating since 2004 and is based in the North and West of Melbourne. It includes Hoddle Street, Collingwood, Lion Garden – Bourke Street, CBD, The Precinct, North Fitzroy in the North and in the West, H3 in Market Road, Werribee. MCM’s Youth Foyer Program provides supported accommodation for young people aged 16-25 at risk of or experiencing homelessness at the time of referral. The Youth Foyer Program provides intensive case management and fully furnished medium-term accommodation for up to 3 years, with an additional 6 months post-care (including outreach) to assist our young people to access supports and break down any barriers relating to education, employment, training, finances, sustainable accommodation. These key domains are all addressed during the young persons stay in the Youth Foyers model along with support with (but not limited to) independent daily living skills, excursions, groups programs and social connectedness. | | | |
| **JOB PURPOSE** | | | |
| The Senior Worker sits within the Homeless and Family Services Portfolio and in collaboration with the Team Leader is responsible for the day-to-day running of the Youth Foyer program. The Senior Worker will hold a small caseload of young people who are experiencing homelessness or are at risk of homelessness to develop positive pathways towards independence with a focus on education, employment and training. This position will also provide leadership and supervision to some of the Youth Development Coaches in the Youth Foyer program and the Residential Support Volunteers. | | | |
| **JOB OBJECTIVES** | | | |
| **Duties of this role may include but are not limited to the following:**   * Provide flexible, holistic and tailored support in line with the ‘Advantaged’ Thinking Framework. * Ensuring that young people have comprehensive case plans and goals developed by them with the assistance of their Youth development Coach (YDC) and that they receive the comprehensive support they need to achieve these goals. * Provide regular supervision, tools and knowledge to the YDC’s they supervise in line with MCM’s policies. * Provision of supervision and leadership of the Residential Support Workers (RSW’s) who are live-in volunteers at two of our Youth Foyer sites (Hoddle Street and Lion Garden). * Fostering a cohesive team environment and enhancing overall service delivery. * Developing and improving existing training programs including professional development opportunities for staff. * Development and coordination of two activity evenings each week across all four Youth Foyer sites. This includes collaborating with the YDC’s to ensure that activities are well-planned relevant and beneficial to the young people. * Support Youth Advocacy including initiatives of the Youth Advisory Group (YAG) and engaging with young people to ensure their voices are heard and needs addressed. * Participate in and with the leadership team, lead the Youth Foyer Program through the Accreditation process with the Foyer Foundation. * Promote and represent MCM at forums, networks, local community agencies and to other relevant external stakeholders, including young people. * Participate in Continuous Quality Improvement processes including client and stakeholder feedback, reviews and the development and implementation of new protocols and procedures. * Ensure services are delivered within the framework of MCM policies and procedures, legislative requirements, and meet the relevant service standards. All employees are required to comply with the Child Safe Standards. * Continually develop, maintain and role model a positive workplace culture. * Actively participate in supervision, coaching, training and professional development. * Take responsibility for the safety and wellbeing of self and others. * Perform other duties as directed by the Team Leader, Operations Manager or delegate.  |  | | --- | | **POSITION AUTHORITIES** | | Indirect reports: Youth Development Coaches/Students on Placement  Direct reports: Youth Development Coaches  Operating expenditure: As per delegations of authority  Capital expenditure: As per delegations of authority | |  | |  | | | | |
| **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** | | * Frontyard and Youth Refuge teams * Hester Hornbrook Academy * Homelessness, Justice and Family Services Team Members * Employees from People and Culture * Employees from Share Services | |
| **External Relationships** | | * Access points and other Homelessness Services * Department of Health and Human Services (DHHS) * H3 Strategic Partnership * Community Services Organisation (CSO) * Partner Housing Providers * Foyer Foundation | |
| **KEY SELECTION CRITERIA** | | | |
| Essential:  * A qualification or demonstrated, experience in Youth Work/Social Work/Community Development or similar. * Demonstrated experience in a similar case management role, preferably within the youth sector. * Knowledge and experience working within a trauma informed practice framework. * Knowledge of the issues that contribute to trauma and disengagement experienced by young people. * Demonstrated knowledge and experience working within a care team with key community agencies to support current and young people who require a range of specialist support. * Demonstrated capacity to develop effective links and partnerships with local communities, networks and local government. * Demonstrated ability to relate to and work with culturally and linguistically diverse communities and young people experiencing disadvantage. * Ability to work within a team and with minimal supervision. * Skills in administration, data and report writing. * An understanding of the requirements for ensuring child safety. * Computer literacy, including proficiency in Microsoft Application and the ability to learn new systems. * An understanding or willingness to learn the ‘Advantaged Thinking’ Framework. * Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employee; part of VIT registration), current Victorian Drivers Licence, and the right to work in Australia.   **Desirable:**   * Demonstrated experience in a senior worker role with responsibility for supervision. | | | |
| **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** | **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. | | **PARTNERSHIPS** | **Collaboration & Cooperation**  Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things. | | **REPUTATION** | **Provable Results**  Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues. | | **REPUTATION** | **Disrupting Disadvantage**  Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged. | | **REPUTATION** | **Doing the Right Thing**  Manages resources wisely to deliver sustainable value for service uses and those who contract those services. Looks to reduce waste and duplication of effort. | | **PEOPLE** | **Resilience & Bounce Back**  Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to setbacks and disappointments. | | **PEOPLE** | **Builds Capability & Realises Potential**  Plays an active role in their own and others’ development. Encourages and inspires others to realise ambitions and potential. | | **PEOPLE** | **Challenge & Change**  Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference. | | **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. | | | | |
| **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. | | |