



**POSITION:** Key Worker – Youth Housing Initiative  
**REPORTS TO:** YHI Operations Manager  
**DATE UPDATED:** November 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.

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

## JOB CONTEXT

The Youth Housing Initiative (YHI) is an innovative four-year pilot program based predominantly in the Wyndham area that seeks to fill a specific gap by providing longer term housing and integrated support, for young people with medium to high needs.

The program reflects MCM's Core Values, which are, Together, Accountable, Courageous, Curious and Open. The service delivery is founded on the organisations Healing Oriented Framework (HOF) and places healing at the centre, understanding individuals within the context of their lives and the systems they live within and are impacted by.

There are three key elements that create the foundation of the program;

Longer term housing, with a housing first approach, we are implementing a program that is evidenced based and understands that when a person has access to stable housing, they are able to improve their wellbeing, build their capacity and move towards their goals.

Case management and coaching support which aims to provide young people with the necessary skills to increase their independence and develop robust and dynamic lasting connections to community that assist them with the transition to the next stage in their life.

Therapeutic and Peer Support which aims to build capacity, relationships, create space for healing, and assist young people to connect to specialised mental health services.

## JOB PURPOSE

The Key Worker is a maximum term contract (3 years) role, that will work as part of a multi-disciplinary direct service team, to deliver the quality and outcomes targets specified in the program's pilot model. The Key Worker will be expected to commit to Melbourne City Mission's Mission, Vision and Values and align their work to the organisation's strategic objectives.



YHI's Key Workers are responsible for the provision of high quality intensive goal directed support and case management services to young people experiencing homelessness and have complex needs. They will have a caseload of young people they support within a multidisciplinary team across three different housing models designed to best meet the needs of the young people the program aims to support.

## JOB OBJECTIVES

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

- Effectively manage a caseload through a healing-oriented framework and case management model of care.
- Work with young people to develop independent living skills that will support them to maintain independent or shared housing.
- Service provision requires outreach-based service therefore must hold a valid driver's license.
- Respond to the crisis needs of young people as they arise and appropriately to young people with complex presentations.
- Maintain healthy relationships with neighbouring properties and communities to YHI locations.
- Deliver high quality intake and assessment, before implementing advanced goal directed planning to meet the needs of young people within YHI including risk assessments and safety plans.
- Facilitate access to relevant specialist support services, including health, mental health, alcohol, and other drugs (AOD) and therapeutic interventions through networking.
- Maintain up to date knowledge of MCM's programs and relevant external service providers to ensure an integrated service response to young people.
- Participate in and facilitate care team and care coordination meetings.
- Utilise secondary consult for assistance when presented with concerns or barriers.
- Participate in meetings, debriefing, supervision, training, and forums as organised by your line manager.
- Undertake administrative duties as required and maintain accurate files, case notes and databases using relevant platforms and systems.
- 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 line manager.
- Complete shifts outside of normal business hours where required within program structure.

## POSITION AUTHORITIES

Direct reports:	NIL
Indirect reports:	NIL
Operating expenditure:	As per delegations of authority
Capital expenditure:	As per delegations of authority
Other:	Not applicable



## 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:

<b>Internal Relationships</b>	<ul style="list-style-type: none"> <li>• Employees from YHI and MCM Housing</li> <li>• Employees from other programs from MCM or Hester Hornbrook Academy</li> </ul>
<b>External Relationships</b>	<ul style="list-style-type: none"> <li>• Neighbours to YHI Locations and surrounding community</li> <li>• Mental Health Service Providers</li> <li>• AOD Service Providers</li> <li>• Youth Projects</li> </ul>

## KEY SELECTION CRITERIA

### Essential:

- Tertiary qualifications in Social Work, Youth Work, or related community services field
- Demonstrated experience working within a case management framework with young people with complex support needs, particularly in a residential tenancy environment.
- Understanding or experience working with young people at risk of experiencing homelessness, including knowledge of healing-oriented trauma informed approaches.
- Demonstrated ability to work autonomously and as part of a team.
- Strong passion for working with people and ability to engage young people actively and assertively with complex needs.
- Excellent communication and problem-solving skills encompassing interpersonal, verbal and written, and negotiation skills.
- Strong organisational, time management and computer skills.
- Availability to complete shifts outside of normal business hours where required within program structure.
- An understanding of the requirements for ensuring child safety.
- Computer literacy, including proficiency in Microsoft Office and client databases.
- 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 License, and the right to work in Australia.

## 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 people who use our services 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 people who use our services who may be affected by your acts or omissions in the workplace.

### **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.
- All employees are subject to MCM's Employment Safety Screening Procedure.

## **LEADERSHIP CAPABILITY FRAMEWORK**

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

<b>KEY AREA</b>	<b>BEHAVIOURAL CAPABILITIES</b>
<b>PARTNERSHIPS</b>	<p><b>People at the Centre</b></p> <p>We do our best work when we understand the people we serve and enable them to direct their own lives, demonstrating unconditional positive regard. We partner with others to provide access to what they need locally.</p>



<b>PARTNERSHIPS</b>	<b>Collaboration &amp; Cooperation</b> Seeks to find the right solution for all. Stays connected, and works together with colleagues and the people who use our services to achieve great things.
<b>PARTNERSHIPS</b>	<b>Resolves Disagreements</b> Addresses and resolves conflict constructively. Defuses dispute to achieve mutually beneficial outcomes for all parties.
<b>PARTNERSHIPS</b>	<b>Credibility &amp; Integrity</b> 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.
<b>REPUTATION</b>	<b>Provable Results</b> Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for the people who use our services and our colleagues.
<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 setbacks 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>Challenge &amp; Change</b> Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.
<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:

- 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.



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