



POSITION: Case Worker
REPORTS TO: Team Leader – Community Integration and Accommodation Options
CIAO
DATE UPDATED: December 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 focused 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

To provide supports, outreach and services to young people transitioning to independent living from Out of Home Care services.

JOB OBJECTIVES

YOUTH-CENTRED SUPPORT

- Provide outreach support to young people in the Out-of-Home Care system who have experienced trauma and exhibit a range of complex and diverse behaviours.
- Provide culturally safe responses and personalised service to young people based on their unique circumstances and needs.
- Engage with young people through living skills coaching, practical supports (e.g., assisting with Centrelink claims and medical appointments), facilitating leisure activities, and providing emotional support and mentoring.
- Coordinate young people's transitions into and out of the program, including working alongside the young person to complete cleaning, ordering and assembling furniture, and budgeting.
- Approach direct client contact through critical analysis, enthusiasm, humour, flexibility, standard of excellence, and a focus on empowerment.

CASE MANAGEMENT

- Collaborate with external and internal stakeholders, within a multi-disciplinary framework, to enhance service delivery to young people.
- Develop, implement, and review assessments, care plans, safety plans, and behaviour support plans with the goal of promoting self-efficacy and independence.
- Review referrals and support the admission process for young people in conjunction with the Team Leader.
- Champion trauma-informed, anti-oppressive, and inclusive approaches to working within the team, co-managing clients and supporting other colleagues in providing quality supports to highly complex young people.
- Liaise with families, guardians, and volunteers involved in the care of the young person.
- Advocate systemically alongside young people to enable social and community inclusion.
- Build strong working relationships with community organisations to connect young people to pro-social activities and supports.

QUALITY

- Participate in the review and evaluation of the service and in the development of innovative opportunities for the enhancement and expansion of the program.
- Uphold the voice of the young people in care in decision-making, including promoting client participation and co-design.
- Maintain a client information database as required by funding bodies and Melbourne City Mission to ensure quality recordkeeping.
- Adhere to incident management, crisis response, and client complaint processes and procedures with an approach of promoting healing.
- Ensure service delivery is consistent with current legislation and best practice interventions.
- Promote a safe, respectful, and inclusive workplace, and participate in a positive and creative team culture.
- Ethical use of technology and equipment, including housing properties, laptops and mobile phones, and social media.

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 below:

This position may have relationships with employees from a range of Melbourne City Mission program areas including:

Internal Relationships

- Team Leader CIAO
- Senior Worker CIAO and CIAO team
- Team Leaders and workers from the Foyer and Better Futures teams

External Relationships

- Child Protection (DFFH)
- Placement coordination unit (DFFH)
- 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, including coordination of a Young person's Care Team.

KEY SELECTION CRITERIA

Essential:

- Relevant tertiary qualification in Community, Social Work, Youth Work or related field
- Demonstrated knowledge of adolescent development and Trauma Informed Care
- Experience and understanding of service systems, relevant legislation and practice including Child Protection, disability, drug and alcohol, physical well-being, housing, and mental health services
- Ability to establish and maintain cohesive working relationships with a broad range of networks
- High level of communication skills, organization and time management skills, including technological competency
- Demonstrated ability to work autonomously and as part of a team.
- 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.
- 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
PARTNERSHIPS	<p>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.</p>
PARTNERSHIPS	<p>Collaboration & Cooperation Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.</p>
REPUTATION	<p>Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.</p>
PEOPLE	<p>Resilience & Bounce Back Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.</p>
PEOPLE	<p>Builds Capability & Realises Potential Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.</p>
PEOPLE	<p>Safety First 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:

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