

POSITION: Team Leader – Youth Housing First (fixed term)
REPORTS TO: Operations Manager - Youth Support and Accommodation
DATE CREATED: December 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

MCM's Youth Housing First (Housing First for Young People Leaving Care) program is an innovative five-year program focused on providing housing and support to eligible Young People leaving care. This program adds to existing support available for Young People including Better Futures. This program will be delivered across South-East regions of Victoria, in partnership with Quantum Support Services and Junction Support Services.

Youth Housing First is a program that will provide housing, personalised case work and tenancy support for Young People leaving Residential care, other care types, or custodial settings.

This program will:

- Provide housing stability that enables Young People to achieve their transition goals across housing and independent living, health and wellbeing, education, employment and community connections, strengthen social, community, cultural and where appropriate, family connections
- Improve health outcomes for young people and increased educational attainment and employment participation rates
- Reduce the risk of homelessness and contact with the justice system.

The program provides Young People with flexible support that is tailored to their needs, with the level of support varying during the Young Person's time in the program.

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.

JOB PURPOSE

The Team Leader is a key member of the Youth Housing First team, their role is to supervise and lead the South East MCM program team, in collaboration with consortium partners.

The Team Leader will be required to work in collaboration with the Operations Manager to lead the building and ongoing development of strong relationships with DFFH Child Protection and Homes Vic, local Better Futures and Targeted Care Package services, the Youth Housing First Property Managers, relevant local support organisations, local housing providers, and other local homelessness support services to ensure they are connected to the program.

The Team Leader will have oversight for the program team providing flexible support that is tailored to their needs, with the level of support varying during the Young Person's time in the program. The Team Leader will ensure the program is led by Advantaged Thinking, Sustaining Tenancies, Housing First, and Healing Informed principles enabling the team to respond creatively to build capacity, relationships, create space for healing, and assist Young People to strengthen community connections, sustain housing, and divert away from the experience of youth homelessness.

The Team Leader will provide guidance and leadership to the program team to provide intensive and holistic support to achieve housing stability and broader goals to support Young People as they transition from Residential Care.

Service delivery will be consistent with MCM's Healing Orientated Framework, and trauma informed practice.

JOB OBJECTIVES

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

- Provide high quality leadership of the Youth Housing First Team, including regular supervision, coaching, support and direction.
- Promote and maintain a positive workplace culture guided by MCM's Healing Oriented Framework and MCM Values, and Advantaged Thinking.
- In collaboration with the Operations Manager, oversee the recruitment, induction and development of employees.
- Effectively support team members to provide high quality support to young people leaving care, through application of the Housing First principles and Housing First guidelines
- Support the Youth Housing First Team to engage with program participants and advocate on their behalf with other agencies to ensure access and delivery of services.
- Support the team to adopt a sustaining tenancies practice approach to assist young people to establish a new tenancy, settle well into new housing, intervene/prevent ongoing tenancy issues, manage a tenancy long term, and as required, end a tenancy on the best positive note.
- Maintain and develop positive and effective partnerships with relevant program and sector organisational partners.
- Complete regular reporting, information and data collection, and quality improvement activities including updating procedures and manuals.
- Participate in, and facilitate, meetings, debriefing, supervision, training, and forums. This may involve flexibility to attend outside usual working hours, as agreed with the Operations Manager.

- Ensure services are delivered within the framework of MCM’s policies and procedures, legislative requirements, and meet the relevant service standards. MCM is committed to the safety of its participants and employees, taking a zero-tolerance approach to violence within the workplace, abuse, including child abuse and abuse of people with disability. All employees are required to comply with the Child Safe Standards.
- Maintain up to date knowledge of MCM’s programs and relevant external service providers to ensure an integrated service response to people.
- Contribute to an environment that will disrupt disadvantage for people through utilising a healing orientated practice model that proactively responds to people who have experienced adverse experiences.
- Undertake ongoing training and professional development.
- Perform other duties and responsibilities, as directed by their line manager.

POSITION AUTHORITIES

Direct reports:	3.8 FTE Jan - June, then 6.2 FTE July onwards
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:

Internal Relationships	<ul style="list-style-type: none"> • Employees from MCM Youth Support & Accommodation • Employees from other programs from MCM
	<ul style="list-style-type: none"> • Youth Housing First Partners Junction Support Services and Quantum Support Services. • Youth Housing First Housing Manager • Department of Families Fairness and Housing, Child Protection & Homes Vic
External Relationships	<ul style="list-style-type: none"> • Mental Health Service Providers • Alcohol and Other Drugs (AOD) Service Providers • Open Doors Access Points • Specialist Family Violence service providers • Local housing providers

KEY SELECTION CRITERIA

Essential:

- Bachelor level qualifications in youth work, social work, psychology, human services, or other related fields.
- Experience of staff leadership, supervision and coaching in a complex service delivery environment providing individual planned support.
- Demonstrated experience in developing and delivering healing-informed programs and services for young people at risk or experiencing disengagement.
- Knowledge and experience in Advantaged Thinking, Housing First, Sustaining Tenancies principles and practices.
- An extensive understanding of the youth service system with knowledge of patterns, trends and systemic issues.
- Strong ability to build and maintain positive relationships, including problem solving and communicating with people of diverse backgrounds and abilities.
- Demonstrated ability to develop your own capabilities and improve performance, with guidance from supervisors.
- Strong written communication skills.
- Ability to perform regular travel between North (North Fitzroy) and other MCM work sites and in the community in the SE corridor is required. Travel within metropolitan Melbourne to support clients and staff is also requested (fleet vehicles are available for staff use).
- Knowledge of the legislative requirements when working with at risk young people, including Child Safety Standards.
- *Provide First Aid certificate (formerly First Aid Level 2) or willingness to obtain.*
- Computer literacy, including proficiency in Microsoft products (Office, Teams) 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 Licence, and the right to work in Australia.

Desirable:

- Experience supervising a team
- Partnership management

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.
- 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:

PARTNERSHIPS	<p>People at the Centre 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>
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>Credibility & Integrity Establishes credibility and trust in the eyes of participants, colleagues, regulators, funders and partners. Is recognised being principled and as having expertise as a leader.</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>

REPUTATION **Disrupting Disadvantage**
Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.

REPUTATION **Doing Our Best**
Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.

PEOPLE **Wins Hearts & Minds**
Contributes to an environment where people want do their best work, and show commitment to the One MCM Purpose and Philosophy.

PEOPLE **Builds Capability & Realises Potential**
Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.

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.