

POSITION: Youth Worker – Youth Housing First (fixed term)
REPORTS TO: Team Leader – Youth Housing First
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 (Young People Leaving Care Housing First) 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 to transition successfully to and sustain housing and connect with community.

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 role of the Youth Worker, Youth Housing First is to provide 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. Ensuring the program is led by Advantaged Thinking, Sustaining Tenancies, Housing First, and Healing Informed principles allows us 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. We will also be engaging the voice and experience of young people to contribute on future service development, continuous improvement, and review.

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 Youth Worker is a maximum term contract role within the Youth Housing First program that is responsible for the provision of high-quality, intensive goal directed case work through assertive outreach. The role, as part of a multidisciplinary support team, aims 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:

- Effectively manage work with a dedicated number of young people and develop advanced goal directed caseplanning and crisis interventions underpinned by Advantaged Thinking to meet the needs of Young People presenting with multiple needs, including risk assessments and safety plans.
- Assist Young People with multiple support needs to firstly access allocated program housing and at transition access ongoing accommodation options, particularly supported accommodation, family reconciliation, private rental, shared housing and social or transitional housing in accordance with the case plan.
- Use 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.
- Facilitate access to relevant specialist support services, including health, mental health, AOD and therapeutic interventions and where appropriate, external services in accordance with the case plan.
- Maintain up to date knowledge of MCM's programs and relevant external service providers to ensure an integrated service response to people.
- Implement care plan meetings and participate in service coordination.
- Deliver high quality intake, assessment and referral processes.
- Utilise secondary consult for assistance as required and relevant to young persons needs.
- Participate in meetings, debriefing, supervision, training, and forums. This may involve flexibility to attend outside usual working hours, as agreed with the Team Leader.
- Maintain accurate files, case notes and databases using relevant platforms and system in a timely manner.
- 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.

- Contribute to an environment that will disrupt disadvantage for people through utilising a healing orientated practice model that proactively responds to young 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:	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, our program partner agencies Quantum and Junction, external service providers including Child Protection, Leaving Care Services, 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 Better Futures, CIAO, Targeted Care Packages, • Employees from other programs from MCM
External Relationships	<ul style="list-style-type: none"> • DFFH- Child Protection and Homes First • Junction and Quantum partner agencies • Quantum Specialist Tenancy Support Worker • Youth Housing First, Housing Accommodation Manager • Better Futures and Targeted Care Packages providers • Mental Health Service Providers • Alcohol and Other Drugs (AOD) Service Providers • Open Doors Access Points

KEY SELECTION CRITERIA

Essential:

- Bachelor's qualification in Social Science Youth Work, Social Work, Occupational Therapy, related disciplines.
- Demonstrated experience working within an individual planned support framework (case management) with young people with multiple support needs.
- Understanding of mobile, assertive, and community-based outreach support and interventions.

- Understanding or experience working with young people in the Child Protection system, at risk of experiencing homelessness, including knowledge of healing-oriented trauma informed approaches.
- An extensive understanding of the homelessness service system with knowledge of patterns, trends, systemic issues, and principles in working with people.
- Knowledge of / experience in Advantaged Thinking, Housing First, Sustaining Tenancies principles and practice.
- Knowledge on the impact of abuse and trauma on development in order to meet clients' needs in a developmental, individualised way.
- Provide tailored and appropriate responses to people who are from culturally and linguistically diverse backgrounds
- Regular travel between North Fitzroy (Primary team site) and other MCM sites across the SE region is required.
- Proficiency in planning and report writing independently and can demonstrate the ability to coordinate or network with other stakeholders for their implementation or follow up.
- Capacity to work effectively both independently and as part of a team, demonstrate accountability and willingness to take direction. Including ability to work in an integrated way with partner agencies.
- Ensure services are delivered within the framework of MCM's policies and procedures, practice framework, legislative requirements and meet the relevant standards. All employees are required to comply with Child Safe Standards.
- 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 Licence, 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:

KEY AREA	BEHAVIOURAL CAPABILITIES
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>Collaboration & Cooperation 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.</p>
PARTNERSHIPS	<p>Credibility & Integrity 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.</p>
REPUTATION	<p>Provable Results 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.</p>
REPUTATION	<p>Disrupting Disadvantage Promotes fairness and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.</p>
REPUTATION	<p>Doing Our Best Follows a ‘right first time’ approach. Sets and expects high standards as a mark of MCM’s reputation.</p>

PEOPLE	Resilience & Bounce Back Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to setbacks and disappointments.
PEOPLE	Wins Hearts & Minds Contributes to an environment where people want to 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.
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	<p>We are inclusive and accepting of difference.</p> <p>We work in highly effective teams and our people are connected across our organisation.</p> <p>We engage proactively with others to deliver outcomes.</p>
Courageous	<p>We speak up constructively in line with our convictions.</p> <p>We pursue our goals with determination.</p> <p>We are passionate about our advocacy role.</p>
Curious	<p>We are inquisitive and ask why.</p> <p>We challenge the status quo.</p> <p>We actively explore the alternatives.</p>
Open	<p>We are transparent and have genuine, honest interactions.</p> <p>We listen and hear people's voices.</p> <p>We value and respect the autonomy of clients.</p> <p>We trust one another.</p>
Accountable	<p>We act safely in all our interactions.</p> <p>We manage within our financial and resource boundaries.</p> <p>We own our outcomes and decisions.</p> <p>We are proud of the work that we do.</p>