

Position Description

POSITION:	Key Worker – Living Learning Fixed Term to December 2025
REPORTS TO:	Hub Lead West
LOCATED:	South Melbourne and Western Melbourne areas
DATE CREATED:	October 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.

Hester Hornbrook Academy is part of the MCM Group. It is a Special Assistance School which provides flexible education and learning options, including VETiS (Vocational Education and Training in Schools), VPC (Victorian Pathways Certificate), VM (VCE Vocational Major), VCE and an *extend* program offering a variety of elective subjects. Recognising that mainstream education is not suitable for all young people, Hester Hornbrook Academy programs are driven by the personal pursuits of students.

JOB CONTEXT

Living Learning is a project initially funded through the Partnerships Addressing Disadvantage program with the Victorian Government. Living Learning works with young people who are persistently not in employment education or training (NEET) and who experience mental health conditions. Through the supports offered by Living Learning (mental health supports, Key Worker supports and specialist education supports) the aim of the program is to re-engage young people into Hester Hornbrook, to stabilise their mental health and work with them to achieve positive pathways in their lives. The project outcomes are measured by assessing various cost savings for government and education and health success for the young people.

The MCM Group's practice is underpinned by our Healing Oriented Framework (HOF), an important set of guiding principles developed with the aim of giving MCM Group a shared understanding of the prevalence and impact of trauma and traumatic stress on the health and wellbeing of the people with work with.

JOB PURPOSE

The Key Worker position is required to actively engage with students, conduct needs and risk assessments and planning with the multidisciplinary team, and provide a case coordination service response.

The role, as part of a multidisciplinary student support team, aims to keep Living Learning students engaged with their education at Hester Hornbrook. This includes providing referral support for students to deal with any barriers they are facing to engaging and achieving in their education and providing outreach support and transport to students when required.

This role holds a case load of approximately 15 young people.

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

- Work with the Living Learning team, Hester Hornbrook and service providers to provide effective strategies for young people who have complex needs.
- Provide high quality support to vulnerable young people in the Living Learning program.
- Work with young people within a multidisciplinary team to build the capacity of clients to improve their wellbeing and build self-resilience through linkages to education, training and employment.
- Maintain and develop effective partnerships with a wide breadth of services including specialist and mainstream services in youth, family, employment, training and disability.
- Provide in-home or community-based support to student to support their engagement and access to services – to reinforce changes made through work with other services.
- Facilitate access to the service through the provision of an active and assertive outreach model of practice, including daily use of MCM fleet vehicles.
- Provide tailored and appropriate responses to young people who are from culturally and linguistically diverse backgrounds and/or have learning difficulties.
- Work jointly with other services to ensure the needs of clients are being fully addressed.
- Regular travel between Hester Hornbrook campuses and MCM sites is required.
- Participate in, meetings, debriefing, supervision, training, and forums.
- Ensure services are delivered within the framework of MCM's and Hester Hornbrook's policies and procedures, legislative requirements, and meet the relevant service standards.
- Perform other duties and responsibilities, as directed by the Living Learning leadership team or delegates.

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

- Living Learning and Hester Hornbrook Academy staff
- Living Learning and Hester Hornbrook Academy students
- Other MCM staff

External Relationships

- A range of other social services support organisations as required
- Community support organisations, including Child Protection, Police, Hospitals

KEY SELECTION CRITERIA

Essential:

- A qualification in Community, Social Work, Youth Work, Occupational Therapy, Psychology or a related tertiary qualification.
- Demonstrated experience working within a case management framework.
- Understanding of mobile and assertive outreach support and interventions.
- Understanding or experience working with young people at risk or experiencing homelessness and disengagement from education, including knowledge of trauma informed approaches.
- Strong ability to actively and assertively engage young people with complex needs, including use of MCM fleet vehicles to undertake outreach.
- An understanding of the relevant service system with knowledge of patterns, trends and systemic issues, and principles in working with at risk young people.
- An understanding of the requirements for ensuring child safety.
- Excellent communication and problem-solving skills encompassing interpersonal, verbal and written, and negotiation skills.
- Provide First Aid certificate (formerly First Aid Level 2).
- Computer literacy, including proficiency in the Microsoft suite of programs.
- 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.

HEALTH & SAFETY REQUIREMENTS

MCM is committed to the safety of its clients and employees, taking a zero tolerance approach to violence within the workplace and abuse, including child abuse and abuse of people with disability. All employees are required to comply with the Child Safe Standards.

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.

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>
PARTNERSHIPS	<p>Resolves Disagreements Addresses and resolves conflict constructively. Defuses dispute to achieve mutually beneficial outcomes for all parties.</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 customers and 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 the Right Thing Manages resources wisely to deliver sustainable value for service users and those who contract those services. Looks to reduce waste and duplication of effort.</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>Challenge & Change Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.</p>

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.