

POSITION: Restart Practitioner
REPORTS TO: Restart Team Leader
DATE CREATED: September 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, 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.

MCM is a Child safe organisation and child safety is at the forefront of our program delivery. Our guidelines ensure that Child Safety is a primary part of everyday thinking and practice. All employees and volunteers have an obligation to ensure we keep children safe from harm and abuse.

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

JOB CONTEXT

The Restart Practitioner will be a member of the Restart Program and sit within the Youth Early Intervention and Homelessness portfolio (YEI&H). YEI&H provide innovative and responsive support to young people and families to address their immediate support needs to prevent their required engagement with child protection, youth justice and homelessness services. YEI&H consists of:

- Restart
- Detour
- Western Reconnect
- Finding Solutions
- Creating Connections
- Supportive Housing (Rough Sleeper initiative)

YEI&H also sits within the broader Youth and Family Services (Y&FS) portfolio within the Homelessness and Family Services Division of MCM.

JOB PURPOSE

MCM and CMY's Restart Program is a trauma-informed, healing-focused and flexible program designed to support young people using violence in the home to recognise the violence and adapt their behaviours; to deal with the triggers and reasons they are using violence; and support their family members to be safe. Restart recognises that the drivers of the use of family violence by young people is different to those of adults, and that young people require different approaches to managing this behaviour.

The Restart Program is structured to provide specialist expertise in the areas of multicultural communities and disability which are particular areas of need in the Brimbank Melton region. The service breadth and

depth of the partner agencies means that we can support the specialist focus while also offering a broadbased program.

JOB OBJECTIVES

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

- Provide effective early intervention strategies for young people using family violence in the home and their families in partnership with CMY, collaboration with care teams and service providers.
- Provide effective case management utilising best practice principles whilst working with the young people we support to recognise the violence and adapt their behaviours; to deal with the triggers and reasons they are using violence; and support their family members to be safe.
- Lead and participate in case review and care team meetings.
- Provide secondary consultation to youth, housing and multidisciplinary workers within HFS that support young people experiencing family violence.
- Provide professional development and capacity building opportunities, including guidance on risk assessment, safety planning, MARAM and best practice.
- Work collaboratively with The Orange Door, welfare and teaching staff in local schools, and community-based youth and family support services to identify and support young people using violence in the home
- Develop and maintain collaborative, effective, and integrated working relationships with other service providers and community agencies and provide advocacy where required.
- Maintain an up-to-date knowledge of multidisciplinary youth support programs including services that provide family mediation and therapy, mental health, AOD, legal and family violence responses to young people
- Contribute to the development, implementation and monitoring of practice innovation within the portfolio.
- Contribute to the work with family violence, women's and perpetrator services in collaborative practice to develop and maintain key stakeholder relationships.
- Attend regular scheduled outposts at external organisations to promote collaboration and to develop and maintain key referral pathways.
- Support, develop and facilitate community engagement initiatives.
- Complete regular reporting, data collection, and record keeping.
- Contribute to broader team requirements to ensure satisfactory program performance against targets, reporting, contracts and quality compliance.
- Participate in regular supervision, meetings, performance appraisals, and training as required.
- Participate in Melbourne metro and state-wide AVITH network meetings, as required
- Positively influence and contribute to a service and team culture that focuses on meeting the service goals using evidence informed practice and reflective practice.

- Commitment to undertaking a Certificate IV in Coaching to support Restart’s practice framework along with any identified professional development initiatives required for this role
- Ensure services are delivered within the framework of MCM’s policies and procedures, legislative requirements, and meet the relevant service standards.
- Perform other duties and responsibilities as directed by Senior Practitioner and Operations Manager.

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

- Employees from Youth Early Intervention and Homelessness
- Employees from the Homelessness & Family Services division
- Employees from other programs at MCM

External

- A range of Victorian family violence services (e.g. The Orange Door, Safe Steps)
- Primary and allied health providers
- A range of Victorian service providers and systems (Victoria Police, Child Protection, AOD, Mental and General Health)
- Family Preservation and Reunification & IFS services

KEY SELECTION CRITERIA

Qualifications /Experience **Essential:**

- Bachelor of Social Work, Bachelor of Youth Work, or a related discipline with experience working with young people that have experienced adverse childhood experiences (particularly family violence) and at least 3 years in a similar practitioner or case management role
- Significant experience in working with and providing case management to young people and their families, particularly within the context of early intervention and family violence.
- An understanding and experience with the family violence service sector including knowledge of patterns, trends and systemic issues.
- Clear knowledge of risk assessment, safety planning and the use of MARAM, particularly with young people.

- A comprehensive understanding of current government family violence policy, and demonstrated ability to participate effectively in sector reform and implement change.
- Demonstrated ability to work collaboratively with other organisations in formal and informal partnerships to achieve outcomes.
- Demonstrated capacity to deliver group work programs.
- Demonstrated high level written and verbal communication, conflict management and resolution, negotiation and mediation skills.
- Ability to build and maintain positive relationships and communicate with people of diverse backgrounds and abilities.
- Ability to work autonomously and as part of a team.
- *Provide First Aid* certificate (formerly First Aid Level 2).
- Computer literacy, including proficiency in using databases and client management systems.
- An understanding of the requirements for ensuring child safety.
- 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 working with young people who use violence in the home
- Good knowledge of the youth justice sector

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	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.
PARTNERSHIPS	Collaboration & Cooperation Seeks to find the right solution for all. Stays connected and works together with colleagues and customers to achieve great things.
REPUTATION	Disrupting Disadvantage Promotes fairness and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.
PEOPLE	Resilience & Bounce Back Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.
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	Challenge & Change Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.
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:

We are inclusive and accepting of difference.

Together 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.