**Position Description**

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| POSITION: Family Therapeutic Worker | | |  |
| REPORTS TO: Living Learning Operations Manager | | |  |
| DATE CREATED: June 2024 | | |  |
| **ORGANISATIONAL ENVIRONMENT** | | | |
| Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, MCM 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 MCM’s work is focussed on supporting people to take charge of their own lives and participate fully in community life. MCM Group’s service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Housing; 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 us 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** | | | |
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| The Family and Clinical Support Practitioner will provide holistic and therapeutic support to young people and their families who are participating in the Living Learning Program.  This role focuses on addressing complex needs arising from adversity, trauma, and other challenges, promoting resilience, and enhancing overall wellbeing. The practitioner will do this by building a comprehensive clinical assessment of the influencing factors for non-engagement with education and poor mental health. With a primary focus on the family system the role of the practitioner is to design interventions in efforts to meet the therapeutic needs of the family with clinical support from the LL Operations Manager.  The practitioner will also work collaboratively within a multidisciplinary team to deliver tailored clinical support to families. They will be grounded in program logic of supporting the young person to increase school attendance and stabilise their mental health as a key objective of their position and purpose within the team.  **KEY SELECTION CRITERIA:**  Qualifications:   * + Tertiary qualification in Social Work, Psychology, Counselling, or a related field.   + Registration with relevant professional bodies (e.g., AASW, APS) is desirable.   + Post graduate qualification in family therapy is desirable.   Experience:   * + Demonstrated experience in providing therapeutic support to young people and families, particularly those who have experienced trauma and adversity.   + Experience in case management tasks and developing individualized support plans.   Skills and Abilities:     * + Strong clinical assessment and therapeutic intervention skills.   + Excellent communication and interpersonal skills, with the ability to build rapport and engage effectively with young people, families, and professionals.   + Proven ability to work collaboratively in a multidisciplinary team and coordinate support services.   + Proven ability to create a strong therapeutic alliance and create balance within power relationships.   Knowledge:     * + Sound understanding of trauma-informed care and evidence-based therapeutic approaches.   + Sound understanding of relevant theories including attachment and systems theory.   + Knowledge of child and adolescent development, family dynamics, and the impact of adversity on learning and wellbeing.   Attributes:   * Empathy, patience, and resilience. * Commitment to social justice and the mission and values of Melbourne City Mission including the contribution to a positive workplace culture. * Cultural competence and sensitivity to diverse backgrounds.   Other Requirements:   * Valid Working with Children Check and National Police Check. * Current driver’s license. * Ability to work flexibly at times (between the hours of 8am-7pm) Mon-Fri * Integration of MCM Group’s HOF framework into practice, develop staff capabilities, and ensure clinical and wellbeing practices meet and exceed relevant quality and policy requirements. | | | |
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| **Duties of this role may include but are not limited to:**  Assessment and intervention:   * + Conduct comprehensive assessments to identify strengths, needs, risks, and protective factors of young people and their families and the systems surrounding them.   + Develop and implement individual clinical support plans with clear achievable goals in collaboration with young people, families, and other professionals.   + Empower the family to utilise their strengths in efforts to achieve positive change   + Work with the family in the home to address the barriers to engagement and support in problem solving in efforts to overcome.   + Identify ways to support the family system in helping the young person stabilise their mental health through identifying need and completing relevant referrals to appropriate services.   + Provide parenting support including tools and education to enhance family functioning and relationships. Complete relevant referrals to family services as required in therapeutic collaboration and discussion with the family.   + Observe AM routines to identify intervention points to support young person’s family in addressing barriers to attendance   + Support the family to decrease pull factors to home during school hours and increase pull factors to school.   + Support families at times to transport the young person to school and aim to increase parental lead in this area as skill building occurs.   + Play a key role in increasing home-school link. Support the family to increase contact with key professionals at the school and support HHA staff with dual outreach when appropriate.   + Organise and support the family to attend meetings with HHA and help to support the parent or guardian with preparing for these meetings.   + Ensure flexibility at times by working after standard office hours when families have work or other unavoidable circumstances that restricts their capacity to meet during the day.   Collaboration and Advocacy:     * + Work closely with line manager and engage in clinical supervision every 2-4 weeks.   + Engage in clinical support plan review process with line manager every 6 weeks ensuring goals are on track and amendments made.   + Engage in relevant clinical training and professional development   + Conduct joint outreach/visits with line manager when required for live supervision and support   + Work closely with the multidisciplinary team, including educators, social workers, and healthcare providers, to coordinate support and services.   + Advocate for the needs and rights of young people and their families within the community and service systems   + Be available for consultation for the LL team for any family related matters and provide resources, clinical insights, and recommendations.     Case Management:     * + Maintain accurate and up-to-date case notes, records, and reports in compliance with organizational and legal requirements.   + Monitor and review progress towards goals, adjusting support plans as necessary.   + Complete closure reports at the end of service and provide to families and relevant professionals.   The MCM and HHA are child safe environments which actively promote the safety and well-being of all students, and all staff are expected to be committed to protecting students from abuse or harm in the school environment, in accordance with their legal obligations and in accordance with the MCM’s and HHA’s Child Safe Frameworks.  Click or tap here to enter text.  Selection criteria  **KEY RELATIONSHIPS**   |  |  | | --- | --- | | **Accountability** | The position is accountable to the Living Learning Operations Manager. | | **Internal Relationships** | Family and Clinical Support Practitioner may have relationships with staff from a range of MCM and HHA program areas, dependant on the needs of the people they are supporting. Some examples may include:   * Classroom team * Staff from Living Learning and Hester Hornbrook Academy * Staff from the Homelessness and Family Services team * Staff from Organisational Development * Staff from Human Resources * Staff from Properties and Facilities | | **External Relationships** | Practitioners will actively liaise and network with several 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. | | | | |
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| **ORGANISATIONAL REQUIREMENTS AND COMMITMENTS** | | | |
| 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. | | | |
| **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 students to achieve great things. | | **PARTNERSHIPS** | **Credibility & Integrity**  Establishes credibility and trust in the eyes of students and colleagues. | | **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** | **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. | | **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/carer 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. | | |