

**POSITION:** Youth Development Coach – Youth Foyers

**REPORTS TO:** Team Leader – Youth Foyers

**DATE UPDATED:** January 2025

## 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 Disability; Employment, Education and Training; Homelessness Justice & Family Services 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.

## JOB CONTEXT

The appointee will be expected to commit to Melbourne City Mission's Mission, Vision and Values and align their work to the organisation's strategic objectives.

Melbourne City Mission's Youth Foyers provide integrated support programs for young people who are at risk of or experiencing homelessness throughout Victoria. Youth Foyers concentrate on breaking the cycle of homelessness through the application of the 'Advantaged Thinking' practice framework with a significant emphasis on creating direct links to employment, education and training providers. To achieve these goals around education and employment, the program offers a range of supports including:

- Living skills program
- Individual case management
- Coaching
- Group work
- Community connections
- Supported Referrals

In addition to these supports, young people who join the program are provided stable medium-term accommodation for the 3-year period that they are engaged. This accommodation comes in the form of a fully furnished apartment in one of the Youth Foyer's 4 sites. Young people are also able to utilise safe communal spaces with available supports in the way of material and food aid as well as the opportunity to engage with Youth Development Coaches, external service workers and other young people in the program.

Melbourne City Mission has Youth Foyers in 4 locations. These locations are known as **The Precinct, Hoddle Street, Lion Garden and H3 Wyndham**.

Additionally, Melbourne City Mission has a Youth Foyer Outreach program located in **Wyndham**, aligned within the H3 alliance in Wyndham, with a focus on providing holistic support to young people currently

experiencing or at risk of homelessness to obtain stable accommodation and engage in education, employment and training pathways.

## JOB PURPOSE

To assist young people who are experiencing homelessness, or are 'at risk' of homelessness, to develop positive pathways towards independence with a focus on employment, education, and training outcomes.

## JOB OBJECTIVES

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

- Advocate for clients with community agencies, employment, education and training services, real estate agencies, court, etc.
- Develop and maintain networks with key local services particularly homelessness agencies and specialist support services for young people.
- Represent Melbourne City Mission Youth Foyers program at Youth Forums as directed by the Team Leader.
- Assess the suitability of referred clients to the Youth Foyer program and make appropriate recommendations to the Team Leader.
- Ensure the effective, ongoing implementation of the 'Advantaged Thinking' approach.
- Provide high quality case management services to young people during their stay at Foyer, and for 6 months after exit (post-program support).
- Develop, maintain and support a care plan in conjunction with the young people, which addresses employment, education and training options, personal and specific individual needs.
- Participate in the development, coordination and implementation of pre-employment/living skills programs and other group workshops with young people.
- Convene and attend house meetings to ensure development of workable relationships between young people and the development of daily living skills.
- Participate in regular formal supervision to identify practice issues, training, and personal development options.
- To actively participate in Work Health Safety meetings and contribute to the overall wellbeing of the workplace.
- Work within a team environment and participate in team meetings both with Youth Foyers and co-located services.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements and meet the relevant service standards.
- Maintain accurate data, case notes, information, record keeping and filing system requirements of Youth Foyers.
- To provide a monthly report to the Team Leader including current caseloads, current issues and client outcomes.

- Perform other duties and responsibilities, as directed.

## 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 young people they support. Examples of key relationships are detailed in the following table:

<b>Internal Relationships</b>	<p>Youth Foyers staff may have relationships with staff from a range of Melbourne City Mission program areas, dependant on the needs of the people they are supporting. Some examples may include:</p> <ul style="list-style-type: none"> <li>• Staff from the Homelessness Justice &amp; Family Services</li> <li>• Staff from Organisational Development</li> <li>• Staff from Human Resources</li> <li>• Staff from Properties and Facilities</li> </ul>
<b>External Relationships</b>	<p>Youth Foyers staff 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.</p>

## KEY SELECTION CRITERIA

### Essential:

- Tertiary qualifications in Social Work, Youth Work, Welfare Studies, or related fields and demonstrated experience in working with young people who are vulnerable.
- Demonstrated experience, knowledge and skills relating to current issues, trends and programs relating to homelessness, employment, education and training.
- Demonstrated ability to facilitate group work with young people.
- High level of demonstrated experience working within a case management framework.
- Strong organisational and time management skills with the ability to prioritise tasks.
- Knowledge of local and regional networks and service providers.
- Ability to work independently as well as within a team.
- High level of initiative and motivation.
- Demonstrated interpersonal skills and experience in conflict resolution and mediation.
- Knowledge of Youth Foyer principles and practice frameworks, including 'Advantaged Thinking'.
- 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

## ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

### **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 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.

### **Client Wellbeing and Safety:**

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.

### **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*.
- All prospective employees are subject to satisfactory completion of employment safety screening prior to their commencement. This includes National Police check, International Police check (if required), a Victorian Working with Children Check (if applicable), checking employees' names against the Disability Worker Exclusion List (DWEL) maintained by the Disability Worker Exclusion Scheme (DWES) Unit (if applicable), a Disqualified Carer Check against the Victorian Carer Register (if applicable), and the right to work in Australia.
- Prospective incumbents who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check where it forms part of the Safety Screening requirements for DHHS funded services or NDIS Risk-Assessed roles. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Home Affairs website: <https://immi.homeaffairs.gov.au> (search 'police check').

## LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
<b>PARTNERSHIPS</b>	<p><b>Influence &amp; Persuasion</b> Delivers a compelling message to gain support for ideas or projects. Acts to influence outcomes for the benefit of the people we work with.</p>
<b>PARTNERSHIPS</b>	<p><b>Collaboration &amp; Cooperation</b> Seeks to find the right solution for all. Stays connected and work together with colleagues and customers to achieve great things.</p>
<b>PARTNERSHIPS</b>	<p><b>Credibility &amp; Integrity</b> 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>
<b>REPUTATION</b>	<p><b>Disrupting Disadvantage</b> Promotes fairness and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.</p>
<b>PEOPLE</b>	<p><b>Builds Capability &amp; Realises Potential</b> Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.</p>
<b>PEOPLE</b>	<p><b>Challenge &amp; Change</b> Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.</p>
<b>PEOPLE</b>	<p><b>Safety First</b> Always puts safety first. Creates a safe, healthy, and caring workplace that is expressed in all operational activities and interactions with others.</p>

## 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.