

**POSITION:** Case Worker- Family Crisis Accommodation Service

**REPORTS TO:** Senior Worker- Homelessness Services

**LOCATED:** Sunshine

**DATE:** June 2019

## ORGANISATIONAL ENVIRONMENT

Melbourne City Mission 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 provides assistance to thousands of Victorian people experiencing disadvantage.

Our vision is to create a fair and just community where people have equal access to opportunities and resources and our mission is to work with people to develop their own pathways away from disadvantage.

- Early Years - We are a specialist provider in supporting the first 1,000 days of a child's life
- Education - We are a leader in the flexible learning sector, providing community-based education opportunities and wellbeing support to reconnect young people and learning.
- Homelessness & Justice - We are a leading provider of specialist services for young people in the homeless and justice systems. We provide specialist services for adults and families engaged in homelessness and justice.
- Disability, ECIS & Palliative Care - We are a provider of choice for people with a disability and their families, that enables people to re-imagine a future of possibilities.

### Impact

We are a services innovator and public advocate, raising awareness about the causes of disadvantage and championing areas of reform.

## JOB CONTEXT

The **Family Crisis Accommodation Service (FCAS)** is part of the Youth and Family portfolio that is part of the Homelessness and Justice Division.

The **Family Crisis Accommodation Service (FCAS)** is a voluntary service, which provides short term case management and support to families who are homeless or at risk of homelessness in the western region of Melbourne and/or have links to this region particularly Melton and Brimbank. The aim of FCAS is to ensure that clients are supported to achieve stable, secure and appropriate housing.

FCAS works collaboratively with Salvation Army Supported Housing Service (SASHS) and is co-located at their premises in Sunshine.

### **Family Crisis Accommodation Service (FCAS)**

FCAS has two main areas:

- Interim Response
- Case Management

**Interim Response** provide short term (up to 6 weeks) assistance with information and support about homelessness issues to divert clients away from the homelessness service system, or to contain client's acute crisis until more appropriate resources are available.

**Case Management** provides short-term case management support to address the client's homelessness issues. Case workers work in collaboration with clients to identify and address housing and support needs. FCAS also has the ability to nominate and support people in Crisis Housing via SASHS.

FCAS recognises the issues impacting on homeless people. The service model provides a combination of case management, case co-ordination, case linkages and active support to clients. This ensures that clients are supported to achieve stable, secure and appropriate housing.

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#### **JOB PURPOSE**

To provide high quality support to families who are at risk or are experiencing homelessness with securing long term housing. The service also assists clients with addressing associated needs resulting in homelessness.

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#### **JOB OBJECTIVES**

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

- Provide case management support to clients, tailored to various needs, working intensively to address complexities in order to achieve the best possible outcomes and maintain a specific caseload of clients, consisting of case managed and Interim Response clients
- Provide case management and interim support to clients, tailored to various needs, working intensively to address complexities in order to achieve the best possible outcomes
- Conduct Interim Response service at various out posted locations according to program requirements to enhance community resources and networks, as directed by the Senior Worker or Team Leader
- Deliver a high quality service by maintaining constructive and supportive relationships with clients by working within a client centred model, that is family centred and holistic to the diversity of families
- Liaise and work co-operatively with other programs and community agencies, (i.e. employment, education and training, Centrelink, health, legal), particularly Northwest region homelessness agencies and LASN to address the various needs of clients
- Advocate for clients to specialist support services, community agencies, employment, education and training services, real estate agencies, court, health and other relevant services. Support entails goal planning, budgeting and material aid, community outreach support, transportation of clients, referrals to specialist services, and culturally and linguistically diverse practice
- Work with the relevant Opening Doors Access Points and within the Open Doors Framework (2008) of service provision to address the needs of families that are experiencing or at risk of experiencing homelessness
- Represent Melbourne City Mission Family Crisis and Accommodation Services at forums and participate in working groups and regional network meetings, as directed by the Senior Worker or Team Leader
- Participate in regular formal and informal supervision to identify practise issues, training and professional development options and participate in training and development activities

- Provide regular feedback to the Senior Worker or Leadership team in relation to trends and issues that may be affecting families
- Offer support to students completing placements when required through sharing knowledge, practice skills and time and by creating a positive working environment that is conducive to learning
- Work within a team environment and participate in team meetings and planning days within the Youth and Family portfolio
- Work in accordance with the policies and procedures of Melbourne City Mission
- Maintain an environment that promotes the health and safety for all staff and participate in WH&S meetings as required
- Maintain accurate and up to date data, information, records and files of contact with clients and external services that is in accordance with the requirements of Family Crisis and Accommodation Services including record keeping on the Specialist Homelessness Information Platform (SHIP) client management and data collection program
- Participate in the development and implementation of appropriate protocols, systems and procedures to improve and assist service delivery of FCAS

## KEY RELATIONSHIPS

<b>Accountability</b>	The position is accountable to the Senior Worker, FCAS
<b>Internal Relationships</b>	<p>FCAS 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 Homelessness, Justice &amp; Families</li> <li>• Staff from Adult Homelessness Services</li> <li>• Staff from Organisational Development</li> <li>• Staff from Human Resources</li> <li>• Staff from Properties and Facilities</li> <li>• Staff from Youth and Family</li> </ul>
<b>External Relationships</b>	<p>FCAS staff will actively liaise and network with a number of 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 we support. These may include;</p> <ul style="list-style-type: none"> <li>• Open Doors Access Points</li> <li>• Northwest region homelessness agencies</li> <li>• Unison/SASHS/Melton Housing</li> <li>• Salvation Army Housing Victoria</li> </ul>

## KEY SELECTION CRITERIA

### Qualifications / Experience

#### Essential:

- Tertiary qualifications in Social Work, Welfare studies or related fields and demonstrated experience in working with people who are vulnerable;
- Demonstrated Awareness & understanding of prevailing issues that relate to family homelessness e.g family violence, drug & alcohol, trauma;
- Demonstrated knowledge and skills working with families experiencing homelessness or at risk of homelessness;
- Demonstrated experience working within a case management and crisis framework;
- Demonstrated ability to work collaboratively across homeless sector and mainstream services;
- Knowledge of local and regional networks and service providers;
- Strong organisational and time management skills with the ability to prioritise tasks;
- Ability to work independently and develop good working relationships within team;
- Well-developed written and verbal communication, negotiation, interpersonal and conflict resolution skills;
- High level of initiative and motivation and desire to expand skills;
- **As part of Melbourne City Mission's recruitment and selection process, applicants will be required to undergo a pre-employment safety screening checks process. Successful appointment to a position will be subject to, but not limited to, the following checks: National (and International if applicable) Police Check, Victorian Employee Working with Children Check, Right to Work in Australia, Disability Worker Exclusion Scheme Check, Out of Home Carer Registration, current professional registration, and current and valid driver license. All costs associated with safety screening checks with the exception of the National Police Check will be at applicants' expense.**

## MELBOURNE CITY MISSION OCCUPATIONAL HEALTH & SAFETY REQUIREMENTS

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:

BEHAVIOURAL CAPABILITIES	
PARTNERSHIPS	<b>Collaboration &amp; Cooperation</b> Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.
	<b>Influence &amp; Persuasion</b> Delivers a compelling message to gain support for ideas or projects. Is able to influence outcomes for the benefit of the people we work with.
	<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.
REPUTATION	<b>Disrupting Disadvantage</b> Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.
	<b>Outcomes Focused</b> Delivers measurable results. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.
	<b>Challenge &amp; Change</b> Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.
PEOPLE	<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.
	<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.

## OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

<b>Together</b>	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.
<b>Courageous</b>	We speak up constructively in line with our convictions.
	We pursue our goals with determination.
	We are passionate about our advocacy role.
<b>Curious</b>	We are inquisitive and ask why.
	We challenge the status quo.

	We actively explore the alternatives.
<b>Open</b>	<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>
<b>Accountable</b>	<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>