

POSITION: Group Program Facilitator – Housing
REPORTS TO: Business Manager – Ravenhall Correctional Centre
DATE UPDATED: July 2020

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.

JOB CONTEXT

MCM deliver a range programs and services Ravenhall Correctional Centre (RCC), a male prison which has operated since November 2017. MCM provide vital programs to men who are working towards meaningful reintegration back into the community. RCC is based on the Good Lives Model, which has an ethical basis in human rights, and recognizes that the best way to reduce re-offending is to support and enhance the capabilities and well-being of men in prison.

The MCM programs include employment and education, family services, housing, debt management and parenting and life skills programs as well as pre-and post-release case management support. In this role, you will be a part of a multi-disciplinary team of experienced professionals working towards a common goal of providing programs and services that will help men improve their lives and their community.

JOB PURPOSE

The purpose of this role is to support the planning and delivery of flexible and engaging programs at RCC. The role is required to design, facilitate and implement sessions across all MCM programs offered at RCC.

The Group Facilitator (Housing Information) will offer a housing information and referral service to men at Ravenhall CC. The Housing Information Worker will deliver housing information session to sentenced and remanded prisoners. The Housing Information Worker will provide men with relevant and up to date resources and information and individualised support to men leaving prison to assist them in managing current tenancies or to explore housing options post release. In addition, the facilitator will have the flexibility and skills to work across the Ravenhall CC teams.

JOB OBJECTIVES

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

- Deliver a high quality housing information and support service to men exiting Ravenhall CC.
- Provide individualised and relevant housing information and referral to men exiting prison.
- To facilitate group and individual program sessions at RCC, ensuring that participants are well engaged with session delivery.
- To establish a positive, professional and mutually respectful relationship with the officers and other Ravenhall employees.
- Work proactively to design and deliver dynamic presentations across the prison community, that engage and capture the needs of the prison population.
- To ensure all relevant program and data records are maintained, reports developed and presented to management as requested.
- Support MCM staff in the development of group facilitation skills.
- Participate in training and development activities, as required.
- Undertake reviews of client assessments and complete checklists for eligible participants.
- Build positive relationships with program participants to facilitate the implementation of their reintegration plan.
- Work cooperatively and collaboratively with GEO reintegration officers and other employees at Ravenhall CC.
- Liaise and work co-operatively with other programs, community agencies and housing services.
- Develop and maintain a goal plan in conjunction with the prisoner and GEO reintegration officers.
- Work across multiple MCM sites where required.
- Regularly attend and participate in team meetings, formal supervision, and performance and periodic reviews.
- To maintain an environment that promotes the health and safety, and actively participate in OH&S meetings and contribute to the overall wellbeing of the workplace.
- To ensure awareness of and adhere to MCM and Ravenhall CC policies and procedures.
- Maintain accurate data, information, record keeping and filing system as per requirements of GEO and MCM.
- Provide regular reports as per program requirements.
- Represent MCM at relevant forums as directed by the Business Manager, Justice Programs & Projects
- Other tasks as directed by Business Manager, Justice Programs & Projects

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:

- Promoting all MCM programs on offer at Ravenhall CC
- Provide the most appropriate and effective services and supports to participants
- Ensure the promotion and employment of best practice, and
- Deliver a program subject to contractual and performance expectations.

Examples of key relationships are detailed in the following table:

Internal Relationships	<ul style="list-style-type: none"> • Staff from the H&J Team • Staff from Corporate Services
External Relationships	<ul style="list-style-type: none"> • Relevant organisations and stakeholders within the community and GEO Alliance Partners • GEO staff • Students and placement representatives from academic institutions

Accountability

- The position reports directly to the Business Manager and Projects Justice Services

KEY SELECTION CRITERIA

Qualifications / Experience

Essential:

- Demonstrated understanding of the Victorian housing sector and experience working with clients experiencing or at risk of experiencing homelessness
- Demonstrated understanding of barriers to accessing and/or maintaining current housing faced by justice clients and ability to support clients in this context
- Demonstrated understanding of the barriers to accessing employment, housing, education and/or training and ability to deliver engaging and effective education in this context.
- Demonstrated experience and knowledge in working with people who be involved with the justice system.
- Experience in the design and facilitating of group sessions.
- Experience working with people from diverse cultural backgrounds.
- Effective classroom management skills in a context with clients who have and exhibit multiple barriers to classroom based facilitation and support.

- Creative presentation design and implementation skills.
- Demonstrable experience in facilitation / teaching in a custodial / justice setting.
- Demonstrated experience and knowledge in the housing sector.
- Ability to establish and maintain cohesive working relationships with a broad range of people and organisations.
- Ability and understanding of working in a prison setting.
- Excellent written and verbal communication and negotiation skills.
- Demonstrated ability to work independently and as part of a team.
- Strong organisational and time management skills with the ability to prioritise tasks.
- Tertiary qualifications in Social Work, Youth Work, Justice, Welfare studies or related fields.
- High level of initiative and motivation.
- Administration and computer proficiency.
- Gain and maintain required security clearance to work independently in a prison environment
- **Appointment to this position is subject to the satisfactory completion of safety screening including a current Working with Children's Check, National Police Check, International Police Check (if required), a current Driver Licence and the right to work in Australia.**
- Internet-enabled device for Time & Attendance when working offsite.

Desirable:

- Ability to conduct thematic research and analysis
- Ability to assist in the development and implementation of innovative programs

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.
- Satisfactory completion of safety screening including a current Working with Children check, National Police check, International Police check (if required), and the right to work in Australia.

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	Resolves Disagreements Addresses and resolves conflict constructively. Defuses dispute to achieve mutually beneficial outcomes for all parties.
PARTNERSHIPS	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.
REPUTATION	Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.
REPUTATION	Spreading the Word 'Sells' rather than 'tells'. Takes every opportunity to promote MCM, its services, purpose and philosophy.
REPUTATION	Doing Our Best Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.
PEOPLE	Resilience & Bounce Back Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.

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.