

POSITION: Young Women's Crisis Service - Case Manager

REPORTS TO: Team Leader - Case Management

DATE: July 2019

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

The Homelessness, Justice & Family Services division supports people experiencing, or at risk of homelessness, people involved in the justice system and families at risk of poorer outcomes and progression to greater forms of disadvantage. The division provides a range of services aimed to prevent or reduce the impacts of homelessness, incarceration, and family cycles of disadvantage through provision of evidence based, high quality, effective interventions.

The Homelessness, Justice & Family Services division consists of five conceptual domains:

- Accommodation;
- Youth and Family Homelessness;
- Frontyard Youth Services;
- Justice; and,
- Family Services.

Frontyard Youth Services is a specialist youth service providing a range of multidisciplinary programs to meet the holistic needs of young people aged between 12 and 25 years who are at risk or experiencing homelessness. Frontyard aims to support young people to meet their physical, emotional and social needs and to develop pathways out of homelessness. Many of the services at Frontyard work with young people across greater Melbourne and throughout Victoria.

Frontyard's support model includes a suite of primary and allied health, specialist housing, assertive outreach, therapeutic supports, early intervention & prevention services, legal, education and employment support. Additionally, Frontyard's 18 bed crisis accommodation operates 24/7 and provides higher intensity supports, including enhanced mental health, drug and alcohol, and therapeutic supports, to respond and creatively engage those young people with the most complex barriers.

JOB PURPOSE

Young Woman's Crisis Service case managers provide intensive, goal focused case management and assertive outreach support to young women with and without children who are homeless or at risk of homelessness. The YWCS team also provide intensive, goal focused support to young women in short to medium term accommodation across the north and west metropolitan region of Melbourne.

JOB OBJECTIVES

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

- Effectively manage a case load of young women who are homeless or at risk.
- Develop advanced case planning and crisis interventions to meet the needs of young women with multiple and complex needs.
- Participate in the delivery of Frontyard's Assertive Outreach Program.
- Assist young people to access ongoing accommodation options, particularly supported accommodation, family reconciliation, private rental, shared housing and social or transitional housing in accordance with the case plan.
- Facilitate access to specialist support services, including health, mental health, AOD and therapeutic interventions both within Frontyard and through external services in accordance with the case plan.
- Maintain an up to date knowledge of Frontyard programs and relevant external service providers to ensure an integrated service response to clients.
- Implement case plan meetings and participate in service coordination.
- Deliver high quality intake, assessment and referral processes.
- Identify pathways out of the homelessness service system.
- Utilise secondary consult and on-call services for assistance with complex clients.
- Participate in meetings, debriefing, supervision, training, and forums. This may involve flexibility to attend outside usual working hours, as agreed with the Team Leader.
- Maintain accurate files, case notes and databases using relevant platforms and systems.
- Undertake administrative duties as required.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards. All employees are required to comply with the Child Safe Standards.
- Perform other duties and responsibilities, as directed by the Team Leader or delegate.

KEY RELATIONSHIPS

Accountability	Reports to Team Leader - Case Management
Internal Relationships	<p>This position may have relationships with employees from a range of Melbourne City Mission program areas including:</p> <ul style="list-style-type: none"> • Frontyard Integrated Service teams, including MYSS, Check In, and Frontyard. • Youth Refuge teams • Employees from the Homelessness, Justice & Family Services division
External Relationships	<ul style="list-style-type: none"> • Youth crisis accommodation and housing providers • Other youth services • Hospitals and other health services • Victoria Police

KEY SELECTION CRITERIA

Qualifications / Experience

Essential:

- A bachelor qualification in social work, youth work or a related tertiary qualification.
- Demonstrated experience working within a case management framework.
- An understanding of the available resources for at risk young women and their children.
- Understanding or experience working with young people at risk or experiencing homelessness, including knowledge of trauma informed approaches.
- Strong ability to actively and assertively engage young people with complex needs.
- An extensive understanding of the homelessness service system with knowledge of patterns, trends and systemic issues, and principles in working with at risk young people.
- An understanding of the available resources for at risk young people.
- Knowledge of the legislative requirements when working with at risk young people.
- An understanding of the requirements for ensuring child safety.
- Excellent communication and problem solving skills encompassing interpersonal, verbal and written, and negotiation skills.
- *Provide First Aid* certificate (formerly First Aid Level 2).
- Strong organisational, time management and computer skills.
- 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.
- Internet-enabled device for Time & Attendance when working offsite.

Key Leadership Capabilities required for this role:

Collaboration & Cooperation

Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.

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.

Disrupting Disadvantage

Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.

Resilience & Bounce Back

Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.

Doing It Better

Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.

Builds Capability & Realises Potential

Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.

Challenge & Change

Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.

Safety First

Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.

MELBOURNE CITY MISSION 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.

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

- 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.

OUR 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