

POSITION: Case Worker Finding Solutions Plus
REPORTS TO: Team Leader Youth Early Intervention
DATE UPDATED: February 2021

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 diverse community support 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. Our Healing Oriented Framework guides us in our trauma informed knowledge to enhance trauma responsiveness across all programs and deepens the capacity of teams and services in complex environments to provide healing oriented 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 ***Finding Solutions Plus*** (FSP) program is based at the Kildonan Uniting Care Reservoir office. This position is fulltime and sits within the Stronger Families (SF) partnership. Kildonan Uniting Care is the lead agency for SF who provide placement prevention and reunification services to vulnerable children and their families with substantiated child protection concerns. FSP provides long term support to young people aged 10 – 15 years and their families, focussing on strengthening relationships, youth support and connection, parental support and family mediation. The FSP program covers the North Eastern region of Melbourne.

JOB PURPOSE

Finding Solutions Plus provides intensive support within an integrated care team model to young people and their families to nurture, strengthen and promote family relationships to ensure young people can remain connected and residing with their families, have broader community connections and are linked in with education or training opportunities. FSP is the youth support component of Stronger Families which aims to prevent first time placement in out of home care, or to reunify children/young people with their families within a short timeframe if they have entered care for the first time. Families are support to build child safety and wellbeing and improve family functioning

JOB OBJECTIVES

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

- To maintain a caseload of clients using innovative and effective case work practice
- To provide a holistic response to young people and their families to address relationship conflicts and the underlying issues that may lead to conflict
- To provide outreach to young people and their families in their own settings
- To actively participate in care team meetings with the Stronger Families partnership

- To develop cohesive and collaborative working relationships with allied services, networks and stakeholders
- To respond appropriately to referrals from CALD, Aboriginal or Torres Strait Islander communities
- To participate in the development and implementation of program procedures and systems for the Melbourne City Mission Homelessness Early Intervention team and Stronger Families to assist in the delivery of an effective and efficient service
- To maintain accurate case files, data and statistics collection according to policies and procedures
- To collect feedback responses from clients and key stakeholders
- To actively participate in fortnightly supervision sessions with both Team Leaders
- To actively participate in fortnightly Early Intervention Team meetings
- To actively participate in Stronger Families meetings
- Participate in meetings, debriefing, supervision, training and development, and forums.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.
- Perform other duties and responsibilities, as directed by the Team Leader or delegate.

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

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|-------------------------------|---|
| Internal Relationships | <ul style="list-style-type: none"> • Staff from the Homelessness & Justice Team • Staff from Organisational Development • Staff from Human Resources • Staff from Properties and Facilities |
| External Relationships | <ul style="list-style-type: none"> • DHHS Child Protection Intake Team • Child First agencies • Key agencies of the Stronger Families partnership |

KEY SELECTION CRITERIA

Essential:

- Qualifications in youth, social and/or family work are essential and a minimum of 2 years' experience in case work/case management.
- Direct experience and demonstrated effective responses in working with young people and their families who are at risk of homelessness.
- Demonstrated understanding and knowledge of working within a case management framework including case file management.
- Demonstrated high level understanding of the issues that affect young people and their families experiencing conflict and at risk of report to Child Protection.
- Experience and ability to develop cohesive and collaborative working relationships with allied services, networks and stakeholders.
- Demonstrated ability to develop good working relationships within teams.
- Demonstrated experience and ability to work independently.

- Exceptional communication skills, including written and verbal skills and highly developed IT skills including the use of databases.
- Computer literacy, including proficiency in Microsoft Office.
- 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.

Desirable:

- An understanding of the Child Protection system
- Knowledge and/or experience of family mediation or be willing to be trained in this area
- Experience in using the CRISP client database system
- Experience and/or understanding of working with people from CALD, Aboriginal or Torres Strait Islander communities

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.

LEADERSHIP CAPABILITY FRAMEWORK

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

KEY AREA	BEHAVIOURAL CAPABILITIES
PARTNERSHIPS	<p>Influence & Persuasion 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>
PARTNERSHIPS	<p>Collaboration & Cooperation Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.</p>
PARTNERSHIPS	<p>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.</p>
REPUTATION	<p>Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.</p>
REPUTATION	<p>Disrupting Disadvantage Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.</p>
PEOPLE	<p>Builds Capability & Realises Potential Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.</p>
PEOPLE	<p>Challenge & Change Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.</p>
PEOPLE	<p>Safety First 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.