

POSITION: Case Worker- H3 Youth Foyers
REPORTS TO: Senior Worker- Youth Foyers
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

Melbourne City Mission has been a leader in the delivery of Youth Foyer models since 2004. Melbourne City Mission's Youth Foyers Programs provide supported accommodation for young people aged 16 to 25 at risk of or experiencing homelessness at their time of their referral. Youth Foyer Programs provide intensive case management and fully furnished medium-term accommodation for up to 3 years, with an additional 6 months post-care, assisting our young people to access and break down any barriers relating to education and employment, with the support of a dedicated case worker. Residents are also encouraged to identify and work towards goals around independent living skills and relationships and engage in the Youth Foyer community by participating in workshops, excursions and group programs.

Melbourne City Mission has Youth Foyers in 3 locations within 3km of the Melbourne CBD. These locations are known as **The Precinct, Hoddle Street, and Lion Garden**

Additionally, Melbourne City Mission has a foyer program located in **Wyndham**, aligned within the H3 alliance the Wyndham Youth Foyer Program provides intensive case management and medium-term accommodation and has added component of an outreach case management. With a focus on providing holistic support outreaching 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 in the Werribee/Wyndham area 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 to 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
- 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 goal 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 living skills
- Participate in regular formal supervision to identify practise issues, training and personal development options
- To actively participate in WH&S 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
- 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 outcomes
- Participate in meetings, debriefing, supervision, training, 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 Senior Worker 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:

- | | |
|-------------------------------|---|
| Internal Relationships | <ul style="list-style-type: none"> • Staff from the Homelessness and Justice Division • Staff from Organisational Development |
|-------------------------------|---|

- External Relationships**
- Staff from People and Culture
 - Staff from Properties and Facilities
 - 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.

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 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
- An understanding of the requirements for ensuring child safety.
- 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.

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 | 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. |
| PARTNERSHIPS | Collaboration & Cooperation Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things. |
| 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 | Disrupting Disadvantage Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged. |
| PEOPLE | Builds Capability & Realises Potential Plays an active role in their own and others’ development. Encourages and inspires others to realise ambitions and potential. |

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

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.