

POSITION: Team Leader Intensive Support

REPORTS TO: Operations Manager

DATE UPDATED: June 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 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

To oversee the daily operations of the Intensive Support Work (ISW) Team. ISW provides high quality intensive case management services to young people presenting to Frontyard who are aged 16-24, homeless or at risk and require holistic support to achieve their goals. This includes the provision of case management services to young people staying in the Frontyard Accommodation program and long-term support to them once they have exited the accommodation. Intensive Support Workers are also responsible for the delivery of Frontyard's Assertive Outreach Program.

JOB OBJECTIVES

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

- Oversee the provision of best practice, solution focused case-management responses to all young people presenting to Frontyard and staying in the Frontyard Accommodation Program.
- Provide secondary consult to staff working with young people with multiple and complex needs and support them to develop advanced case plans and crisis interventions to meet their needs.
- Provide support and direction to staff and young people in times of critical incidents or crisis management, as needed.
- Continually evaluate programs and services, think outside the square, be a can-do solution focused leader.
- Build strong relationships with service providers who target young people in Melbourne and across Victoria.
- Develop and enhance the skills and knowledge of staff, including identification of appropriate training needs.
- Provide high quality support, formal supervision and debriefing to staff.
- Continually develop, maintain and role model a positive workplace culture.
- In collaboration with the Operations Manager, create and maintain a continuous recruitment plan that ensures the 'best-of-the-best' staff are employed.
- Oversee the delivery and coordination of Frontyard's Assertive Outreach Program.
- Manage the allocation of referrals to the Intensive Support Work program.
- To ensure service specific guidelines and funding agreements are adhered to and compliance is achieved.
- In conjunction with the Operations Manager, monitor review and analyse budgets and operational functions.
Complete regular reporting, information and data collection.

- Drive quality improvement activities and update procedures, as required.
- Participate in, and facilitate, 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 Operations Manager 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"> • 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

Essential:

- Qualification in human services or an allied health discipline, including youth work, social work, psychology or community development and/or significant relevant work experience.
- Demonstrated experience working within a case management framework.
- Understanding of mobile, street based and assertive outreach support and interventions.
- 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.
- Availability to work shift work including weekends and after business hours shifts.
- An understanding of the requirements for ensuring child safety.
- 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	<p>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.</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>
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>Resilience & Bounce Back Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.</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>

OUR VALUES

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

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

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.