

POSITION: Clinician – Check In

REPORTS TO: Senior Clinician

DATE UPDATED: May 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

The Clinician – Check In provides recovery-oriented mental health triage and assessment, therapeutic intervention, case management, and support to young people who display psychological distress and may present with challenging, at risk, and suicidal behaviours.

The role is responsible for supporting young people accommodated at Frontyard, and works closely with the Frontyard Accommodation program and Check-In teams to ensure a coordinated approach across all areas of Frontyard Youth Services.

JOB OBJECTIVES

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

- Provide a clinical service that is youth-focused, developmentally informed, recovery oriented and collaborative in its approach to supporting the mental health and wellbeing of young people experiencing homelessness.
- Undertake comprehensive assessment and intensive assertive outreach services to young people who are homeless and identified as ultra-high risk and high risk of experiencing mental health symptoms.
- Provide advocacy and active, trauma informed service navigation and support to access specialist mental health services for young people accommodated or connected to Frontyard.
- Provide evidence-based mental health interventions for young people with an emphasis on assertively supporting the young person through the recovery process.
- Demonstrated knowledge of trauma, attachment, neurobiology frameworks and theories.
- Provide individual and group interventions for young people, their families and/or communities to enhance recovery.
- Where appropriate, practices should align with family and community inclusive practices, trauma informed practices, and culturally responsive, diversity informed practice.
- Complete, in a prompt, timely manner, all clinical documentation, screening and assessment tools, and all data collection requirements of the service.
- Provide education consultation to employees co-located at Frontyard on mental health issues within the context of homelessness.
- Build and maintain strong relationships with service providers who work with young people in Melbourne and across Victoria.
- Maintain regular reporting, accurate files, case notes and databases using relevant platforms and systems.
- Participate in meetings, debriefing, supervision, training, and forums. This may involve flexibility to attend outside usual working hours, as agreed with the Team Leader.
- 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.

- Participate in the mobile street outreach roster and program as required.
- Perform other duties and responsibilities, as directed by the Senior Clinician 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"> • Frontyard Integrated Service teams • Employees from the Homelessness, Justice & Family Services division
External Relationships	<ul style="list-style-type: none"> • A range of Victorian youth health service providers • Child Protection • Victoria Police

KEY SELECTION CRITERIA

Essential:

- Tertiary qualification in an allied health discipline, including social work, psychology, mental health nursing, and occupational therapy, with membership with the appropriate professional body (i.e. AHPRA).
- Knowledge and experience in the early identification, assessment, treatment, and delivering a range of psychotherapeutic mental health interventions for young people at significant risk.
- Demonstrate a thorough understanding of principles and application of:
 - trauma informed practice;
 - family and community inclusive practice;
 - early psychosis intervention;
 - dual diagnosis (or a willingness to undergo specialised training)
 - stress-vulnerability frameworks regarding wellbeing within a biopsychosocial model of health; and,
 - advanced clinical skills in engaging young people (12 up to 25 years) who have experienced adverse life events, including homelessness.
- Experience working within an acute/crisis intervention model of care, with the demonstrated ability to deliver a range of crisis interventions and management strategies to young people experiencing social and emotional disturbance.
- Sound, current knowledge of the Mental Health Act, relevant legislation, and current strategic directions of public mental health and primary health care services.
- An understanding of the requirements for ensuring child safety.
- Demonstrate excellent interpersonal, communication and negotiation skills, and the ability to work collaboratively in high demand environments.

- Provide First Aid certificate (formerly First Aid Level 2).
- Ability to use relevant information technology, electronic recording systems and data management tools.
- Availability to work shift work including weekends and after business hours shifts.
- 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:

- Education or experience in alcohol & other drug interventions and treatment.
- A postgraduate qualification in an area relevant to youth homelessness mental health.

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	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.
REPUTATION	Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.
REPUTATION	Disrupting Disadvantage Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.
PEOPLE	Resilience & Bounce Back Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.
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	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	<p>We are transparent and have genuine, honest interactions.</p> <p>We listen and hear people's voices.</p> <p>We value and respect the autonomy of clients.</p> <p>We trust one another.</p>
Accountable	<p>We act safely in all our interactions.</p> <p>We manage within our financial and resource boundaries.</p> <p>We own our outcomes and decisions.</p> <p>We are proud of the work that we do.</p>