

POSITION: Youth Coach – Detour

REPORTS TO: Team Leader

DATE: November 2020

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 Detour program is an Innovation Action Project program and homelessness early intervention program for young people aged 12-24 years, and their families or significant adults. The Detour program, delivered in partnership by Melbourne City Mission, Uniting and Kids Under Cover is an initiative under the Victoria Department of Health & Human Services. This initiative aims to address potential homelessness for young people by providing intensive wrap-around coaching support services and individualised intensive support packages. The support packages offered to young people include support for families aiming to improve the lives of individuals and the community as a whole.

JOB PURPOSE

Detour identifies and addresses the root-causes of homelessness risk factors for young people, going deeper than the presenting circumstances. Providing access to integrated services with individually tailored support packages, Detour actively diverts young people away from homelessness, fast-tracking them back into the community. Through Detour, a collaborative service network provides extended family, school and community support; replacing homelessness sector reliance with community connection.

JOB OBJECTIVES

Detour Objectives are:

To provide easy and early access to early intervention and prevention services,

- 1) To implement a new approach that helps young people develop the skills and resources they need to achieve their potential,
- 2) To ensure young people commit to an integrated plan that creates a pathway to successful independence, and
- 3) To connect young people to their families, community and the right support at the right time.

This position requires the Youth Coach to work in partnership with and outpost to community agencies (eg Headspace) and local schools as required. The Detour Youth Coach will be required to build strong relationships with partner agencies and the Detour teams in Frankston, Sunshine and Shepparton.

The appointee will be expected to commit to the values of the partner organisations and abide by a Code of Conduct as outlined by the alliance partners. Melbourne City Mission, Uniting and Kids Under Cover value people who show initiative, are positive and enthusiastic, are creative and flexible, are co-operative and tolerant, are friendly, caring and respectful of others, relate well to people and enjoy their work.

The partner organisations are committed to Equal Employment Opportunity and Occupational Health and Safety and to Continuous Improvement and customer focussed quality service delivery.

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

- Provide comprehensive support for young people and their families, within the Detour framework.
- Provide effective early intervention strategies for “at risk” young people and their families, in conjunction with the Detour team, partners and service providers.
- Support young people to return to their community of origin and family, where possible.
- Plan, deliver and co-facilitate group work initiatives.
- Ensure each client is committed to their individual Detour Action Plan enabling each Detour client to:
 - Access appropriate, sustainable financial support.
 - Engage with school, training or employment.
 - Live in safe, secure and stable accommodation.
 - Engage and connect with family, friends and, school and create positive community connections.
 - Manage health issues and create a healthy lifestyle.
 - Gain relevant life skills, resourcefulness and self-belief.
- Work collaboratively with welfare and teaching staff in local schools to identify and support at risk young people.
- Develop and maintain collaborative, effective and integrated working relationships with other service providers and community agencies and provide advocacy where required.
- Support, develop and facilitate community development initiatives.
- Complete regular reporting, data collection, and record keeping.

- Participate in regular supervision, meetings, performance appraisals, and training as required.
- Participate in state-wide Detour meetings, as required, which may include overnight travel.
- Positively influence and contribute to a service and team culture that focusses on meeting the service goals using evidence informed practice.
- Commit to the values of the partner organisations and abide by a Code of Conduct as outlined by the alliance partners, in addition to those of MCM.
- Ensure services are delivered within the framework of MCM’s policies and procedures, legislative requirements, and meet the relevant service standards.
- MCM is committed to the safety of its clients and employees, taking a zero-tolerance approach to violence within the workplace, abuse, including child abuse and abuse of people with disability. All employees are required to comply with the Child Safe Standards.
- Perform other duties and responsibilities as directed by Team Leader.

KEY RELATIONSHIPS

Internal Relationships	<p>Detour staff may have relationships with staff from a range of Melbourne City Mission program areas, dependant on the needs of the people they are supporting. Some examples may include:</p> <ul style="list-style-type: none"> - Staff from Frontyard - Staff from Homelessness & Justice division - Staff from Corporate Services and People & Culture
External Relationships	<p>Detour staff will actively liaise and network with a number of 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 include local schools, community agencies, DHHS, Headspace, Services Australia, Uniting, and Kids Under Cover.</p>

KEY SELECTION CRITERIA

Qualifications / Experience

Essential:

- Bachelor of Youth Work, Social Work, or a related discipline.
- Significant experience in working with and providing casework to young people and their families, particularly within the context of early intervention and youth homelessness.
- An understanding and experience with the youth homelessness sector and/or mainstream services, including knowledge of patterns, trends and systemic issues.
- Knowledge and/or experience in Action Research and other related participatory engagement strategies.
- An understanding of key issues as it relates to youth homelessness and family breakdown.
- Demonstrated ability to work collaboratively with other organisations in the education and welfare sectors, in formal and informal partnerships, to achieve client outcomes.
- Extensive knowledge of casework principles.
- Demonstrated capacity to deliver group work initiatives.

- Demonstrated well-developed written and verbal communication, interpersonal, conflict resolution, negotiation and mediation skills.
- Ability to build and maintain positive relationships and communicate with people of diverse backgrounds and abilities.
- Ability to work autonomously and as part of a team.
- Ability to use relevant information technology, electronic recording systems and data management tools.
- 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.

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

As an employee, you are expected to comply with the following:

- 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.

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>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>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	<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. We actively explore the alternatives.</p>
Open	<p>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.</p>
Accountable	<p>We act safely in all our interactions. We manage within our financial and resource boundaries.</p>

We own our outcomes and decisions.
We are proud of the work that we do.