

POSITION: Western Reconnect Case Manager/Community Development
REPORTS TO: Team Leader Detour Western and Western Reconnect
DATE CREATED: September 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.

With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage. 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.

MCM is a Childsafe organisation and child safety is at the forefront of our program delivery. Our guidelines ensure that Child Safety is a primary part of everyday thinking and practice. All employees and volunteers have an obligation to ensure we keep children safe from harm and abuse.

JOB CONTEXT

The Case manager/Community Development position will provide case management in the Western Reconnect team.

The position is based at Braybrook. This team sits within Melbourne City Mission's Homelessness, Justice and Families portfolio and forms part of Youth and Family Homelessness Services that consists of the following programs:

- Detour
- Finding Solutions
- Western Reconnect
- Finding Solutions Plus
- Adult Homelessness Services
- Creating Connections
- Rough Sleeper Initiative

JOB PURPOSE

Purpose of the position is to provide case management to young people and their families for the Western Reconnect team and community and program development to young people. The position provides support to clients and families in Western Reconnect .4 (2 days)

Western Reconnect is a prevention and early intervention program that provides support for 3 months with family mediation, counselling and case management support to young people aged 12 to 18 years who are at risk of becoming homeless and their families. The program aims to support young people to stabilise and improve their housing situation and improve their level of engagement with family, education, training employment and their local community. The program services the Local Government areas of Brimbank, Maribyrnong and Moonee Valley.

JOB OBJECTIVES

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

- To manage a small 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
- Develop and facilitate group workshops for young people who are disengaged from education, employment and training, experiencing family conflict or family violence or at risk of homelessness
- Actively promote Western Reconnect and key initiatives and programs.
- Participate in key forums, networks and meetings.
- Maintain an up to date knowledge of youth support programs including services that provide homelessness responses to young people.
- 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 Western Reconnect 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 Team Leader
- To actively participate in weekly Team meetings
- 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 Western Reconnect and Detour Western Team Leader or delegate
- 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.

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	• Homelessness, Justice and Family Division
	• Organisational Development
	• Human Resources
	• Properties and Facilities
External Relationships	• Local external services
	• Local schools
	• DHHS/Child First

KEY SELECTION CRITERIA

Essential:

- Tertiary qualifications in Social Work, Welfare studies or related fields
- Demonstrated experience working within a case management framework
- Demonstrated experience and understanding of theory and practice as it relates to early intervention within the context of youth homelessness
- Demonstrated ability to develop and facilitate group workshops and deliver group work initiatives for young people
- Demonstrated understanding of the issues that affect young people and their families experiencing conflict and family violence
- Experience and ability to develop cohesive and collaborative working relationships with allied services, networks and stakeholders.
- Well-developed communication, negotiation, interpersonal and conflict resolution skills
- High level of initiative and time management and the ability to work independently and part of a team
- Demonstrate that Child Safety is a primary part of everyday thinking and practice.
- Strong administration skills and computer literacy
- 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.

Desirable:

- Knowledge and/or experience of family mediation or be willing to be trained in this area
- An understanding of the Child Protection system

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.
- 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	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.
PARTNERSHIPS	Collaboration & Cooperation Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.
REPUTATION	Disrupting Disadvantage Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.

REPUTATION	Spreading the Word 'Sells' rather than 'tells'. Takes every opportunity to promote MCM, its services, purpose and philosophy.
REPUTATION	Doing Our Best Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.
PEOPLE	Wins Hearts & Minds Contributes to an environment where people want to do their best work, and show commitment to the One MCM Purpose and Philosophy.
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.