

**POSITION:** Youth Focused Case Manager – Outer Region Rough Sleeper Program

**REPORTS TO:** Detour Team Leader – Frankston

**DATE UPDATED:** November 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 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

This position is a part of the Supportive Housing Team, a joint initiative led by Neami National and partnered with Launch Housing, Uniting ReGen, Bolton Clarke and Melbourne City Mission. The team offers a holistic, assertive outreach support service to people who are homeless and rough sleepers. It provides intensive, flexible, responsive, client focussed support featuring a multidisciplinary team approach with the aim of assisting clients to successfully sustain housing, improve physical and mental health and develop connections within the local community.

While the personnel will be employed and supervised by the partner organisation they will report to the Neami Service Manager, who will supervise their work on a day to day basis.

## JOB PURPOSE

To provide high quality support to young people who have been sleeping rough in the Frankston region. In instances where they may not be enough young people in the program, the worker will be expected to also work with adult clients of the program. Key functions of the Supportive Housing role include;

- Intensive case management support to people sleeping rough.
- Intensive assistance to access accommodation.
- Intensive post-settlement support.
- Referral and linkage to relevant support services
- Secondary Consult

## JOB OBJECTIVES

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

- Provide high quality outreach based case management support to clients that is tailored to their individual needs.

- Represent Melbourne City Mission at forums and participate in working groups and regional network meetings, as directed by the Team Leader.
- Participate in regular formal and informal supervision with the Team Leader to identify practice issues, training and professional development options and participate in training and development activities
- Work within a team environment
- Participate in team meetings with the Supportive Housing Team and any co-located services as required
- Work with awareness of and in adherence to the policies and procedures of Melbourne City Mission
- To maintain an environment that promotes the health and safety of all clients and staff
- To actively participate in OH&S meetings and contribute to the overall wellbeing of the workplace
- Maintain accurate data, information, records and files of contact with clients and external services in accordance with the requirements of MCM policies.
- Participate in the development and implementation of appropriate protocols, systems and procedures to improve and assist service delivery of the Supportive Housing program.
- 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 Detour Team Leader 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:

ORRSP 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 and the needs of the program. This may include:

##### Internal Relationships

- Staff from the Homelessness and Justice Team
- Staff from Organisational Development
- Staff from Human Resources
- Staff from Properties and Facilities
- Staff from Youth and Family

##### External Relationships

- ORRSP staff will actively liaise and network with a number of external service providers, organisations and stakeholders within the community.

#### KEY SELECTION CRITERIA

**Essential:**

- Tertiary qualifications in Social Work, Welfare studies or related fields
- Demonstrated experience in working with people who have experienced homelessness, particularly those experiencing primary homelessness
- Demonstrated experience working within a case management and assertive outreach framework
- Strong organisational and time management skills with the ability to prioritise tasks
- Well-developed communication, negotiation, interpersonal and conflict resolution skills
- High level of initiative and motivation and the ability to work independently
- Strong administration skills and computer literacy
- 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.

**Desirable:**

- Knowledge of local and regional homelessness networks and service providers

## 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
<b>PARTNERSHIPS</b>	<b>Collaboration &amp; Cooperation</b> Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.
<b>PARTNERSHIPS</b>	<b>Customer Focus</b> 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.
<b>REPUTATION</b>	<b>Disrupting Disadvantage</b> Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.
<b>REPUTATION</b>	<b>Provable Results</b> Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.
<b>PEOPLE</b>	<b>Safety First</b> Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.
<b>PEOPLE</b>	<b>Wins Hearts and Minds</b> Contributes to an environment where people want to do their best work and show commitment to the one MCM Purpose and Philosophy
<b>PEOPLE</b>	<b>Challenge and Change</b> Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make positive difference.

## OUR VALUES

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

We are inclusive and accepting of difference.

<b>Together</b>	<p>We work in highly effective teams and our people are connected across our organisation.</p> <p>We engage proactively with others to deliver outcomes.</p>
<b>Courageous</b>	<p>We speak up constructively in line with our convictions.</p> <p>We pursue our goals with determination.</p> <p>We are passionate about our advocacy role.</p>
<b>Curious</b>	<p>We are inquisitive and ask why.</p> <p>We challenge the status quo.</p> <p>We actively explore the alternatives.</p>
<b>Open</b>	<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>
<b>Accountable</b>	<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>