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| **POSITION:** | Senior worker – North West Youth Outreach Team  |
| **REPORTS TO:** | Operations Manager/s – Youth Refuges |
| **LOCATED:** | Sunshine |
| **DATE CREATED:** | March 2019 |
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| **ORGANISATONAL ENVIRONMENT** |
| Melbourne City Mission 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 provides assistance to thousands of Victorian people and communities experiencing disadvantage.  As a service provider Melbourne City Mission’s work is focussed on providing a hand up not a hand out, 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 role sits within the Homelessness and Justice division and plays a key role in supporting the daily operations of the Iramoo Youth Refuge. The Homelessness and Justice division consists of four conceptual domains:* Intensive Youth Support
* Supported Accommodation and Justice
* Youth and Family
* Youth Refuge

The Senior worker plays a key role in leading the operation of the North-West Youth Outreach Team , and is a member of the Youth Refuge leadership team. **Melbourne City Mission Youth Refuges**Melbourne City Mission Youth Refuges aim to provide safe, secure short-term accommodation for young people 16 – 24 years of age experiencing homelessness, and assist them in moving toward independent living. The service provides accommodation, support, counselling, information and assistance to young people based on their needs (e.g. Centrelink, health and legal services) and support in finding suitable accommodation options.The Refuge and North West Youth Outreach (NWYOT) programs work within a strength-based framework, and focus on assisting young people to build their existing skills and develop their own capabilities. Referrals are accepted under the Opening Doors Framework from Homelessness Access Points and direct from MCM Youth Refuges. Melbourne City Mission operates four Youth Refuges situated in the North West and North East of Melbourne:* Stopover Youth Refuge is situated in North Fitzroy and can accommodate 9 young people.
* Iramoo Youth Refuge is located in Footscray and accommodates 8 single young people with the capacity to accommodate 2 sibling groups or couples.
* Vicky’s Place Youth Refuge accommodates up to 8 young women and their children in Rosanna. This is a secure address.
* Western Region Accommodation Program (WRAP) Youth Refuge is located in Sunshine and is a cluster model refuge that can accommodate 2 single males, 2 single females in shared spaces, and has 2 family units.

Melbourne City Mission Refuges and the North-West Outreach team work closely with NWYOT being based at the WRAP Youth Refuge. The team provides early intervention, post refuge support, community development and Youth Refuge capacity building activities within an outreach and In-Reach capacity. |
| **JOB PURPOSE** |
| To oversee the day to day operations of the NWYOT, lead and supervise the team, and be responsible for ensuring that young people receive a high-quality service. As a leadership role, the Senior Worker is expected to operate autonomously with the support and direction of the Operations Manager and undertake a range of functions for which operational practices and guidelines may need to be developed. With the support of the Operations Manager, the Senior worker will have responsibility for decision making for the NWYOT , in line with divisional and MCM strategic plans, and will provide expert advice relating to Youth Refuge provision.  |
| **JOB OBJECTIVES** |
| Duties of this role may include but are not limited to the following:* Ensure the provision of high quality, solution-focused whole of person services are provided to all young people referred to the program.
* Exercise a high level of responsibility for the work undertaken by all employees within the North-West Youth Outreach Program; including undertaking the planning, direction, management and evaluation of Outreach team operations.
* Manage critical incidents safely, provide support and direction to employees and young people in times of crisis.
* Work alongside and collaboratively with MCM’s 4 Youth Refuges and the Refuge Leadership team
* Provide leadership and expert advice to employees working with young people with multiple and complex needs, and support employees to develop comprehensive care plans and risk assessments for all young people.
* Continually develop, maintain and role model a positive workplace culture.
* Provide high quality leadership, supervision, support and development for employees in the Outreach Program and as directed by line management.
* Participate in and facilitate, meetings, debriefing, supervision, training, and forums.
* In collaboration with the Operations Manager, oversee the recruitment, employee induction, of the refuge.
* Ensure that the Youth Refuge is a safe environment and workplace for all employees and young people.
* As part of the leadership team develop, implement and report on the Outreach team operational plan, as well as priorities from the division’s strategic plan as identified by the Operations Manager/s.
* Build and maintain strong relationships with service providers, partner services and agencies.
* Complete regular reporting, information and data collection, and quality improvement activities including updating procedures
* Participate in on call for the division, as per the roster.
* 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/s or delegate.
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| **KEY RELATIONSHIPS** |
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| **Accountability** | This position is accountable to Operations Manager/s – Youth Refuges. |
| **Internal Relationships** | This position may have may have relationships with employees from a range of Melbourne City Mission program areas, dependant on the needs of the people they are supporting. Some examples may include:* Employees from the other Youth Refuge programs
* Employees from the Homeless and Justice division
* Employees from Corporate Services
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| **External Relationships** | This position will actively liaise and network with several 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.  |

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| **KEY SELECTION CRITERIA** |
| **Essential:*** A bachelor degree in Social Work, Youth Work or related fields with extensive experience of working with young people from a diverse range of backgrounds.
* Demonstrated experience leading a team of professionals working in a youth homelessness context with the ability to oversee a range of crisis interventions and management strategies to young people at risk.
* A demonstrated ability to lead, guide, supervise and support employees with a sound understanding of supervision guidelines and best practice principles.
* Demonstrated experience in developing and delivering high quality programs and services.
* Strong ability to actively and assertively engage young people with complex needs, with a focus on assertive outreach within the community
* A comprehensive understanding of the homelessness service system with specialist knowledge of patterns, trends and systemic issues, and principles in working with at risk young people.
* Knowledge of statutory requirements and legislation relevant to youth homelessness.
* A clear understanding of, and ability to lead case management, including client assessment and intake processes.
* Demonstrated ability to work autonomously and as part of a team.
* Excellent communication and problem solving skills encompassing interpersonal, verbal and written, and negotiation skills.
* Strong organisational, time management and computer skills.
* Availability to work a 9-5pm roster, with some flexibility to adjust these hours to suit the Youth Refuges and the capacity building functions of the team’s work (i.e. 11-7pm roster).
* Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employment), current Victorian Drivers Licence, and the right to work in Australia.
* Internet-enabled device for Time & Attendance when working offsite.
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| **MELBOURNE CITY MISSION CAPABILITIES** |
| In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

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| **Quality, safety and risk management are paramount.** | Play by the rules – you make no compromises when it comes to quality, safety and risk management. |
| **Clients are at the centre of everything you do.** | You help clients reach their goals and get the best possible outcomes by working in partnership. You’re always on the lookout for opportunities for improvement. |
| **You help make Melbourne City Mission a great place to work.** | You build and maintain relationships with all your colleagues and clients. You’re a team player; you actively participate in an encouraging and supportive work environment. |
| **You achieve results.** | You’re focused on what you need to do and you deliver. |
| **You raise the bar.** | You embrace a culture of learning, growth and development. |
| **Communication is key.** | You’re clear, know your audience and use a variety of methods to share information. |

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