

POSITION: Operations Manager, Frontyard Youth Services

REPORTS TO: Senior Manager, Frontyard Youth Services

DATE UPDATED: June 2022

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 focused 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; 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 Homelessness & Family Services division supports people experiencing, or at risk of homelessness, 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 & Family Services division consists of five conceptual domains:

- Accommodation;
- Youth and Family Homelessness;
- Frontyard Youth Services;
- 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

JOB PURPOSE

This position is responsible for overseeing the day-to-day operational management of the Frontyard Integrated Model which comprises of Melbourne Youth Support Services, Young Women's Crisis Service, Reconnect, Check-In and the related employees and budgets.

JOB OBJECTIVES

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

- Exercise a high level of responsibility for the work undertaken by all employees within the Frontyard Integrated Model; including undertaking the planning, direction, management and evaluation of program operations.
- Responsible for ensuring satisfactory program performance against targets, reporting, contracts and quality compliance.
- 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.
- Contribute to the development, implementation and monitoring of practice innovation within the portfolio.
- Drive a positive workplace culture that ensure employees are productive and can actively contribute to reach common goals. This includes working with direct reports to ensure all employees receive high quality leadership, coaching, supervision and performance appraisals.
- Manage the human resources needs for the Frontyard operations team, in collaboration with People & Culture, including recruiting, managing and developing employees in the portfolio.
- Contribute to developing and providing operational policy and program leadership on youth homelessness related issues, particularly as it relates to crisis accommodation services.
- Manage monthly budgets, expenditure and financial responsibilities of the Frontyard operations program, and yearly budget build with the Senior Manager.
- Actively participate and initiate quality activities and special projects as required.
- Working with, developing and maintain relationships with external services and key stakeholders.
- Document and communicate support coordination systems.
- Provide secondary consult to employees on issues related to intake and assessment, case management and care coordination, and expert advice on support coordination frameworks and approaches.
- Participate in presentations and public speaking, where required and approved.
- Participate in the Frontyard Integrated service platform and support its intake and assessment systems. Provide on-call response as per on-call roster.

- ☐ In consultation with the Senior Manager, contribute to the oversight of Quality, Risk and Standards as it pertains to the Frontyard programs.
- Ensure services are delivered within the framework of MCM’s policies and procedures, practice framework, legislative requirements, and meet the relevant service standards. All employees are required to comply with the Child Safe Standards.
- ☐ Maintain regular reporting, accurate files, case notes and databases using relevant platforms and systems.
- ☐ Participate in, and facilitate, meetings, debriefing, supervision, training, and forums.
- ☐ An understanding of the requirements for ensuring child safety.
- 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 Senior Manager 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:

Accountability	<ul style="list-style-type: none"> • Workforce headcount – approximately 30 • Direct report headcount – approximately 4
Internal Relationships	<ul style="list-style-type: none"> • Frontyard Integrated Service teams • Employees from the Homelessness & Family Services division • Employees from Corporate Services • Managers across MCM’s service divisions.
External Relationships	<ul style="list-style-type: none"> • A range of Victorian youth accommodation and service providers • City of Melbourne • Child Protection • DHHS • Victoria Police

KEY SELECTION CRITERIA

Essential:

- A bachelor’s degree in social work, youth work or related fields with extensive experience of managing a service working with young people
- ☐ A demonstrated ability to lead, guide, supervise and support employees with a sound understanding of supervision guidelines and best practice principles, ideally in community services or related field.
- ☐ Extensive knowledge, understanding of current issues and trends in the youth homelessness and housing sectors and related fields.

- Sound theoretical practice in working with young people experiencing homelessness and complex case management based on best practice and current theory.
- Demonstrated experience, knowledge and skills in the delivery of human services, preferably in an accommodation program environment.
- Experience and understanding of developing and leading programs to achieve exceptional outcomes, including managing staffing, budgets, reporting and accountability.
- Sound ability to understand and implement operational policies, procedures and directions of MCM and funding bodies including Department of Health and Human Services.
- An understanding of the requirements for ensuring child safety.
- Demonstrated high level leadership, written and verbal communication, conflict management and resolution, negotiation and mediation skills.
- Ability to build and maintain positive relationships and communicate with people of diverse backgrounds and abilities.
- *Provide First Aid* certificate (formerly First Aid Level 2).
- Computer literacy, including proficiency in using databases and client management systems.
- Satisfactory completion of safety screening checks including, but not limited to, the following checks: National (and International if applicable) Police Check, Victorian Employee Working with Children Check, Right to Work in Australia, and current and valid driver licence. All costs associated with safety screening checks with the exception of the National Police Check will be at applicants' expense.
- Internet-enabled device for Time & Attendance when working offsite.

Desirable:

- A comprehensive understanding of current government housing and homelessness reform and policy and demonstrated ability to participate effectively in sector reform and implement change.
- Sound, current knowledge of the Mental Health Act, relevant legislation, and current strategic directions of public mental health and primary health care services.

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 service users 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 service users who may be affected by your acts or omissions in the workplace.

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.

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	Resolves Disagreements Addresses and resolves conflict constructively. Defuses dispute to achieve mutually beneficial outcomes for all parties.
PARTNERSHIPS	Credibility & Integrity Establishes credibility and trust in the eyes of service users, colleagues, regulators, funders and partners. Is recognised being principled and as having expertise as a leader
REPUTATION	Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.
REPUTATION	Doing the Right Thing Manages resources wisely to deliver sustainable value for service users and those who contract those services. Looks to reduce waste and duplication of effort.
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	Challenge & Change Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.

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 service users.

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.