

POSITION: Residential Support Volunteer Youth Foyers

REPORTS TO: Team Leader, MCM Youth Foyer Program

DATE UPDATED: October 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 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 Youth, Adult and Family; Disability; Employment and Education; 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.

ROLE CONTEXT

The appointee will be expected to commit to Melbourne City Mission's Mission, Vision and Values and align their work to the organisation's strategic objectives.

Melbourne City Mission's Youth Foyers provide integrated support programs for young people who are at risk of or experiencing homelessness throughout Victoria. Youth Foyers concentrate on breaking the cycle of homelessness through the application of the Advantage Thinking practice framework with a significant emphasis on creating direct links to employment, education, and training providers. To achieve these goals around education and employment, the program offers a range of supports including:

- Living skills program
- Individual case management
- Coaching
- Group work
- Community connections
- Onsite volunteer

In addition to these supports, young people who join the program are provided stable medium-term accommodation for the 3-year period that they are engaged. This accommodation comes in the form of a fully furnished apartment in one of the Youth Foyer's 4 sites. Young people are also able to utilise safe communal spaces with available supports in the way of material and food aid as well as the opportunity to engage with Youth Foyer Coaches, external service workers and other young people in the program.

Melbourne City Mission has Youth Foyers in 4 locations. Of these locations Hoddle Street and Lion Garden have a Residential Support Volunteer living onsite.

BENEFITS

- Be a positive support and role model to young people in the MCM Youth Foyers.
- A chance to gain practical experiences in the youth community service sector that can contribute towards future job applications and relevant education study units.
- Ongoing supervision and professional development training.
- Assist young people showcase their talents, abilities and support their aspirations.
- Residential Support Volunteers are not required to pay rent.

ROLE OBJECTIVES

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

- Establish rapport with young people in the program.
- Assist MCM Youth Foyer staff in establishing a safe, secure, and healthy living environment by being a positive role model.
- Inform MCM Youth Foyers team of any significant developments that they become aware of concerning young people in the property and maintain honest and open communication with the MCM Youth Foyers Team Leader.
- Establish and maintain appropriate boundaries with the young people, as stated in the Residential Support Volunteer Agreement.
- Ensure that property damage and maintenance and the need for repairs within the communal spaces and in their own apartment is reported.
- Access out of hours support via MCM Youth Foyers on call service where the Residential Support Volunteer has a serious concern about client related issues.
- Participate in activities with young people and encourage communication and participation.
- Attend monthly house meetings.
- Provide informal personal support to all residents, emphasising good communication and capacity to listen.
- Participate in appropriate training programs as provided for all MCM volunteers.

DESIRABLE SKILLS AND EXPERIENCE

- A basic understanding of adolescent safety, stages of development, and patterns of behaviour.
- The ability to build strong rapport with the young people and engage with them consistently utilizing strength-based approaches.
- Respect and maintain the confidentiality and privacy of the young people.
- Communicate effectively with allocated Case Workers, Team Leader, and young people in a timely and appropriate manner.
- We recruit Residential Support Volunteers from all walks of life ranging from working professionals to tertiary students with the requirement that they are eager to make a difference in young people's lives.
- First Aid certification.
- Knowledge of the Advantage Thinking approach and philosophy.

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, volunteer, and clients and adheres to Occupational Health & Safety regulations as an employer.

As a volunteer, 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 and volunteers are required to comply with the Child Safe Standards.

COMPLIANCE

As a Residential Support volunteer, 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.

OUR VALUES

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

We are inclusive and accepting of difference.

Together We work in highly effective teams and our people are connected across our organisation.
We engage proactively with others to deliver outcomes.

We speak up constructively in line with our convictions.

Courageous We pursue our goals with determination.
We are passionate about our advocacy role.

We are inquisitive and ask why.

Curious We challenge the status quo.
We actively explore the alternatives.

We are transparent and have genuine, honest interactions.

Open We listen and hear people's voices.
We value and respect the autonomy of clients.
We trust one another.

We act safely in all our interactions.

Accountable We manage within our financial and resource boundaries.
We own our outcomes and decisions.
We are proud of the work that we do.