

POSITION: Restart Senior Practitioner
REPORTS TO: Youth Early Intervention & Homelessness Operations Manager
DATE CREATED: October 2022

ORGANISATIONAL ENVIRONMENT

MCM (Melbourne City Mission) is a leading community services organisation that innovatively works alongside thousands of Victorians and their communities to overcome barriers experienced through Homelessness, Early Years, Disability, Palliative care, Early Childhood Intervention Services and Education.

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

MCM is a Child safe 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.

Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way.

JOB CONTEXT

The Restart Senior Practitioner will be a member of the Restart Program and sit within the Youth Early Intervention and Homelessness portfolio (YEI&H). YEI&H provide innovative and responsive support to young people and families to address their immediate support needs to prevent engagement with child protection, youth justice and homelessness services. YEI&H consists of:

- Restart
- Detour
- Western Reconnect
- Finding Solutions
- Creating Connections
- Supportive Housing (Rough Sleeper initiative)

YEI&H also sits within the broader Youth and Family Services (Y&FS) portfolio within the Homelessness and Family Services Division of MCM.

JOB PURPOSE

The Senior Practitioner role will oversee the day to day operations of the Restart program, lead and supervise the team, and be responsible for ensuring that young people receive a high-quality service. The Senior Practitioner will also manage a caseload.

MCM and CMY's Restart Program is a trauma-informed, healing-focused and flexible program designed to support young people using violence in the home to recognise the violence and adapt their behaviours; to deal with the triggers and reasons they are using violence; and support their family members to be safe. Restart recognises that the drivers of the use of family violence by young people is different to those of adults, and that young people require different approaches to managing this behaviour.

The Restart Program is structured to provide specialist expertise in the areas of multicultural communities and disability which are particular areas of need in the Brimbank and Melton regions. The service breadth and depth of the partner agencies means that we can support the specialist focus while also offering a broad-based program.

As a leadership role, the Senior Practitioner is required to operate with relative autonomy 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 Restart Program, in line with divisional and MCM strategic plans, paying special attention paid to our important Restart partnership with CMY, and will provide expert advice relating to best practice provision.

JOB OBJECTIVES

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

- Ensure the provision of effective early intervention strategies for young and their families in partnership with CMY, collaboration with care teams and service providers.
- Exercise a high level of responsibility for the work undertaken by all employees within Restart; including undertaking the planning, direction, management, recruitment and evaluation of team operations.
- Manage critical incidents safely, provide support and direction to employees and young people in times of crisis.
- Provide effective case management utilising best practice principles whilst working with the young people we support to recognise the violence and adapt their behaviours; to deal with the triggers and reasons they are using violence; and support their family members to be safe
- 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.
- Provide high quality leadership, supervision, support and development for employees in Restart Program and as directed by line management.
- Work collaboratively with The Orange Door, welfare and teaching staff in local schools, and community-based youth and family support services to identify and support young people using violence in the home
- Develop and maintain collaborative, effective, and integrated working relationships with other service providers and community agencies and provide advocacy where required.
- Maintain an up-to-date knowledge of multidisciplinary youth support programs including services that provide family mediation and therapy, mental health, AOD, legal and family violence responses to young people
- Support, develop and facilitate community engagement initiatives.
- Participate in regular supervision, meetings, performance appraisals, and training as required.
- Participate in Melbourne metro and state-wide AVITH, and relevant, network meetings, as

required

- Positively influence and contribute to a service and team culture that focusses on meeting the service goals using evidence informed practice and reflective practice.
- Commitment to undertaking a Certificate IV in Coaching to support Restart’s practice framework along with any identified professional development initiatives required for this role
- 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 Team Leader.

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	<ul style="list-style-type: none"> • All programs within YEI&H • Family Preservation and Reunification Response Program (FPRR) • Family Reconciliation and mediation Program (FRMP) • The broader Homelessness and Family Response Services Division
External Relationships	<ul style="list-style-type: none"> • Centre for Multicultural Youth • The Orange Door (TOD) Brimbank/Melton • Child Protection Intake • Brimbank/ Melton School communities • Youth and Family Services in the local LASN’s

KEY SELECTION CRITERIA

Essential:

- Bachelor of Youth Work, Social Work, Psychology or a related discipline.
- Experience in leading a team of professionals working with and providing case management to young people and their families, particularly within the context of early intervention, family violence or youth homelessness.
- An understanding and experience with the family violence sector and/or mainstream services, including knowledge of patterns, trends and systemic issues.
- Demonstrated ability to work collaboratively with other organisations in the education and welfare sectors, in formal and informal partnerships, to achieve client outcomes.
- A demonstrated ability to lead, guide, supervise and support employees with a sound understanding of supervision guidelines and best practice principles
- Demonstrated well-developed written and verbal communication, interpersonal, conflict resolution, negotiation and mediation skills.

- 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:

- Experience in family mediation and conflict resolution
- demonstrated knowledge of AVITH (Adolescents using violence in the home)

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Child Safety & Safety of Vulnerable People

MCM is a Child Safe Organisation. 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.

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 people who use our services 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 people who use our services who may be affected by your acts or omissions in the workplace.

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.
- All employees are subject to MCM's Employment Safety Screening Procedure.

LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
PARTNERSHIPS	<p>People at the Centre We do our best work when we understand the people we serve and enable them to direct their own lives, demonstrating unconditional positive regard. We partner with others to provide access to what they need locally.</p>
PARTNERSHIPS	<p>Collaboration & Cooperation Seeks to find the right solution for all. Stays connected, and works together with colleagues and the people who use our services to achieve great things.</p>
PARTNERSHIPS	<p>Credibility & Integrity Establishes credibility and trust in the eyes of clients, colleagues, regulators, funders and partners. Is recognised being principled and as having expertise as a leader.</p>
REPUTATION	<p>Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for the people who use our services and our colleagues.</p>
REPUTATION	<p>Disrupting Disadvantage Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.</p>
REPUTATION	<p>Spreading the Word 'Sells' rather than 'tells'. Takes every opportunity to promote MCM, its services, purpose and philosophy.</p>
PEOPLE	<p>Challenge & Change Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.</p>
PEOPLE	<p>Safety First Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.</p>

OUR VALUES

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

Together	<p>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.</p>
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Courageous	<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>
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Curious	<p>We are inquisitive and ask why.</p> <p>We challenge the status quo.</p> <p>We actively explore the alternatives.</p>
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Open	<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>
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Accountable	<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>
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