

POSITION: Mental Health Peer Worker – Frontyard Youth Services

REPORTS TO: Manager Community Mental Health

DATE UPDATED: May 2023

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; and Palliative Care. Our Healing Oriented Framework guides us in our trauma informed knowledge to enhance trauma responsiveness across all programs and deepens the capacity of teams and services in complex environments to provide healing-oriented 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, people involved in the justice system 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, and family cycles of disadvantage through provision of evidence based, high quality, effective interventions.

The Homelessness, Justice & Family Services division consists of four 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 of 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 integrated 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 providing higher intensity supports, including enhanced mental health, drug and alcohol, and therapeutic supports, to respond and creatively engage those young people experiencing the most complex barriers to sustainable housing options.

The Frontyard Mental Health Program was developed in 2017 and has recently significantly changed to respond to recommendations of the Royal Commission into Victorias Mental Health System. This role will be working closely with St Vincents Hospital, the Northwest Public Health Network, Orygen and area mental health services to address the gaps in service provision for young people that experience mental ill health and homelessness. This enhanced program aims to ensure no one falls through the gaps of mental health service provision.

The Program aims to:

- provide non-clinical, holistic care and support to young people aged 12-25 years presenting with complex mental health issues
- develop and maintain partnerships and working relationships with service providers to facilitate referrals with more appropriate services
- contribute to evidence informed approaches to supporting young people with, or at risk of, severe mental illness

The key enhancements to drive better mental health outcomes for young people will include:

- A more integrated, flexible and effective model of mental health and social care to young people experiencing complex needs
- Diversification of staffing qualifications and experience to include mental health peer workers, occupational therapists, and qualified mental health care coordinators
- Stronger connections to acute/tertiary mental health services facilitated by the St Vincent's team to achieve appropriate and timely referrals for young people if their mental health requires more specialist support
- Strengthening non-clinical staff capability with respect to providing care and support to young people experiencing complex mental health concerns

JOB PURPOSE

Through your lived experience of the mental health service system and your pathway to recovery, provide support to young people on their own recovery journey. Providing support and guidance to young people experiencing mental ill health and homelessness to engage with the mental health service system.

The role will also encompass informing and contributing to the development of an innovative service that ensures timely, holistic, and positive support to young people, to assist with building staff learning, service understanding, and delivering client- led, strengths focused, recovery-based language practice.

The role will entail strong support mechanisms through supportive induction, regular supervision, and community of practice opportunities as well as internal and external training options.

JOB OBJECTIVES

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

- Provide young people with support and advocacy to access Frontyard services and external services as required.

- Provide peer support by working to foster hope and inspire young people to engage in support and support planning to achieve their goals.
- Collaborate with Frontyard staff to co-facilitate programs aimed at increasing the skills and capacity of young people accessing the service.
- Provide education from a lived experience for young people to better understand and navigate service systems, support options, and to increase the capacity of the organisation to better respond to the needs of young people.
- Participate in advocacy around collective issues at an organisational, community and/or leadership level.
- Co-facilitate the delivery of events for key dates across the annual calendar.
- Participate in, and facilitate, 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 Senior Manager or delegate.
- Commitment to punctuality and attendance to the service.
- Implement strategies to maintain personal wellness and request support (as required).

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:

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| Internal Relationships | <ul style="list-style-type: none"> • Frontyard Integrated Model staff • Staff across MCM, Hester Hornbrook Academy and MCM Housing |
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| External Relationships | <ul style="list-style-type: none"> • St Vincents Hospital • Orygen Youth Mental • Area mental health services |
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KEY SELECTION CRITERIA

Essential:

- A relevant qualification in peer work, youth work, community development or similar and/or experience in peer mental health work
- A lived experience of mental health services, preferably in Victoria
- Ability to use own life experience to provide support to young people and build their hope for the future
- An understanding of the key issues affecting people with multiple and complex needs including mental ill health, homelessness, disabilities, alcohol and other drug issues, health and safety issues and social connection
- A strong commitment to recovery-based practice
- Knowledge of homelessness and other community services for young people

- Willingness to undergo professional development and training to support your role
- An understanding of the requirements for ensuring child safety
- Computer literacy, including proficiency in Microsoft programs
- Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employee), and the right to work in Australia

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 |
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| PARTNERSHIPS | Collaboration & Cooperation Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things. |
| PARTNERSHIPS | 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. |
| REPUTATION | Disrupting Disadvantage Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged. |
| PEOPLE | Resilience & Bounce Back Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments. |
| PEOPLE | Wins Hearts & Minds Contributes to an environment where people want to do their best work, and show commitment to the One MCM Purpose and Philosophy. |
| 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. |
| PEOPLE | Safety First Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others. |

OUR VALUES

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

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| 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. |

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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> |
| 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> |
| 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> |