

POSITION: Youth Refuge Worker

REPORTS TO: Team Leader

DATE CREATED: August 2024

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.

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

JOB CONTEXT

This role sits within the Homelessness & Family division and plays a key role in supporting the daily operations of the Youth Refuges. The Homelessness & Family division consists of four conceptual domains:

- Intensive Youth Support
- Supported Accommodation
- Youth and Family
- Youth Refuge

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 assists 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 programs work within MCM's healing oriented framework focusing 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.

Melbourne City Mission operates four Youth Refuges situated in the North West and North East of Melbourne:

- 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.

- Iramoo Youth Refuge is located in a new purpose built facility in Werribee, a growth corridor that is seeing a steady increase in young people experiencing homelessness. It is a cluster model with large program rooms to be able to run therapeutic and living skills programs. The Refuge accommodates 8 young people and 2 families.
- Stopover Youth Refuge is situated in North Fitzroy and can accommodate 9 young people.
- Vicky's Place Youth Refuge accommodates up to 7 young women and their children in Rosanna. This is a secure address.

Melbourne City Mission Refuges also work in conjunction with the North West Outreach team based at the WRAP Youth Refuge. This team provides early intervention, post refuge support and community development activities within an outreach capacity.

JOB PURPOSE

The Youth Refuge Worker provides structured support and case management to young people who are accommodated at WRAP Youth Refuge in Sunshine. The Refuge operates in accordance with DFFH and MCM guidelines, and offers support to residents in finding appropriate accommodation and support services suitable to their needs. Workers shall maintain an environment that promotes the health and safety of all residents and staff; fulfil the record keeping, data and other administrative functions of the service; and assist the general day to day running of the refuge.

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.

JOB OBJECTIVES

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

WITH THE SERVICE USERS

- Provide structured support, assessment and referral to young people and their children.
- Provide information to young people to assist them to understand themselves, issues impacting on their homelessness, their rights and the services and supports available to assist them.
- Provide assistance to access appropriate accommodation options particularly youth housing, family reconciliation, private rental and public housing.
- Provide assistance to access appropriate specialist support services.
- Develop independent living skills to maintain independent or family housing.
- Respond to the crisis needs of young people as they arise.
- Respond appropriately to young people presenting with difficult and challenging behaviours.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.

WITHIN THE SERVICE

- Attend regular team meetings, and supervision with the Team Leader (as requested).
- Maintain accurate data, information, record keeping and filing systems.
- Maintain an environment that ensures the health and safety of all residents and staff.
- Undertake reasonable domestic tasks including cooking, cleaning and shopping as required.
- Perform other duties and responsibilities, as directed by the Team Leader or delegate.

IN THE COMMUNITY

- Liaise and work cooperatively with housing and other human service agencies within the region to provide homeless young people an appropriate support service.
- Provide offsite work with clients as required.
- 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 Team Leader 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:

Internal Relationships	<ul style="list-style-type: none"> • Employees from the other Youth Refuge programs • Employees from the Homelessness division • Employees from Corporate Services
External Relationships	<p>This position will actively liaise and network with a number of 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.</p>

KEY SELECTION CRITERIA

Essential:

- Tertiary qualifications in Social Work, Youth Work, or related community services field (Minimum Diploma and demonstrated experience).
- A clear understanding of working within a case management framework including client assessment and intake processes.

- Strong ability to actively and assertively engage young people with complex needs, particularly in a residential environment.
- An understanding of the homelessness service system with knowledge of patterns, trends and systemic issues, and principles in working with at risk young people.
- Knowledge of local and regional human service networks and service providers.
- 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 shift work including weekends and sleepover shifts.
- Current Victorian driver's licence
- Computer literacy, including proficiency in navigating client management systems and Microsoft Office.
- 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.
- Internet-enabled device for Time & Attendance when working offsite.

Desirable:

- Experience working with young people experiencing homelessness.
- Knowledge of coaching, attachment and/or trauma informed practice.

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	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.
PARTNERSHIPS	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.
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.
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 setbacks 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.
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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.
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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.
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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	We are inquisitive and ask why. We challenge the status quo. We actively explore the alternatives.
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Open	We are transparent and have genuine, honest interactions. We listen and hear people's voices. We value and respect the autonomy of clients. We trust one another.
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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.
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