

POSITION: Health Care Connections Worker
REPORTS TO: Health Care Connections Team Leader
DATE CREATED: March 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, 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 position is part of MCM's new Health Care Connections (HCC) program. The program aims to connect people experiencing homelessness with relevant local primary health care providers to ensure their primary health needs can be readily met.

HCC will aim to do this through an assertive outreach model, meeting people experiencing homelessness where they are in the community, building a relationship with them, supporting them to build connections with relevant local primary health care providers that meet their needs, and then planning with the client how these connections will be sustained over the long term. The program will deliver this support across 4 Local Government Areas (LGAs) - City of Greater Dandenong, City of Frankston, City of Casey and City of Port Phillip.

HCC will be delivered by a new team of 3 Health Care Connections Workers and the Health Care Connections Team Leader. This new team will become part of the wider MCM Youth and Family Homelessness Services Team.

JOB PURPOSE

The Health Care Connection Worker provides high quality assertive outreach support to people experiencing homelessness and connects them with relevant local primary health care providers that meet their needs. The role also builds relationships with local primary health care providers and other local homelessness support services to ensure they are connected to the program.

The role provides this support across 3 key phases (see further details under Job Objectives):

1. Engagement phase
2. Connections phase
3. Sustainability phase

The role works across the 4 LGAs of City of Greater Dandenong, City of Frankston, City of Casey and City of Port Phillip, however if effective roles within the team may have specific geographic focus areas.

JOB OBJECTIVES

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

Engagement Phase:

- Design, evaluate and assist with the implementation of evidence-based intervention strategies
- Assertive, flexible outreach to target cohort, wherever they are across the 4 target LGAs
- Relationship building with local services, food relief/soup kitchens, Victoria Police and councils to know where to engage the target cohort
- Strengths-based, flexible relationship building with clients
- Comprehensive needs assessments with clients to have a full understanding of the primary health care needs and their current barriers to accessing these services
- Relationship building and clear referral pathways with wide range of local primary health care services

Connections Phase:

- Clear and robust case planning with clients to support them to overcome any barriers they are facing to accessing primary health care services, including directly connecting clients to local primary health care services that will meet their needs. Referrals to other services as required to manage any barriers they face.
- Transportation provided to services where required, building towards independent travel to services.
- Participate and facilitate in reviews/check-in's to provide specialised knowledge and skills regarding adults with complex needs
- Regular check-in on clients' satisfaction with the services they are connecting to, and connecting them to new services wherever required.
- Regular check-in with services to ensure our referral processes are as seamless as possible for them.

Sustainability Phase:

- Clear and robust transition case planning with clients, to ensure the connections they have built with local primary health care services can be sustained over the long term without our support.
- Transition discussions with clients' other support services to ensure connections are sustained.
- Post-transition check-ins with clients and services to confirm their connections are being sustained.

Other Duties:

- Participate in regular formal and informal supervision with the Team Leader to identify practice issues, training and professional development options and participate in training and development activities
- Work collaboratively within a team environment
- Provide secondary consult to other staff (when applicable) in relation to rough sleeping
- Participate in team meetings as required

- Work with awareness of and in adherence to the policies and procedures of MCM
- To maintain an environment that promotes the health and safety of all clients and staff
- To actively participate in OH&S meetings and contribute to the overall wellbeing of the workplace
- Maintain accurate data, information, records and files of contact with clients and external services in accordance with the requirements of MCM policies.
- Participate in the development and implementation of appropriate protocols, systems and procedures to improve and assist service delivery of the Health Care Connections program.
- Participate in 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 Team Leader or delegate.

POSITION AUTHORITIES

Direct reports:	Nil
Indirect reports:	Nil
Operating expenditure:	As per delegations of authority
Capital expenditure:	As per delegations of authority
Other:	Not Applicable

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 Youth and Family Homelessness Services • Employees from People, Quality & Safety team and Properties and Facilities • Employees from Strategy, Outcomes & Innovation team
External Relationships	<ul style="list-style-type: none"> • Local Health services • Local food relief providers • Other local homelessness services providers

KEY SELECTION CRITERIA

Essential:

- Tertiary qualifications in Social Work, Youth Work, Welfare studies or related fields
- Demonstrated experience and ability in supporting people who have experienced homelessness, particularly those experiencing primary homelessness

- Demonstrated experience working within a case management and assertive outreach framework
- Strong passion for working with people and ability to engage people actively and assertively with complex needs
- Ability to establish and maintain a variety of partnerships
- Strong organisational and time management skills with the ability to prioritise tasks
- Well-developed communication, negotiation, interpersonal and conflict resolution skills
- High level of initiative and motivation and the ability to work independently
- Strong administration skills and computer literacy, including in Microsoft Outlook, case management and case noting systems
- 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:

- Knowledge of local and regional homelessness networks and service providers

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>Doing Our Best Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.</p>
PEOPLE	<p>Builds Capability & Realises Potential Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.</p>

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:

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 clients.
We trust one another.

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.