

POSITION:	Key Worker- Youth Housing Initiative
CLASSIFICATION:	Social, Community. Homecare and Disability Services (Schad's) Award Level 4
REPORTS TO:	YHI Operations Manager
DATE CREATED:	May 2025

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, 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.

DIVERSITY, EQUITY OF ACCESS, AND INCLUSION

MCM is committed to inclusion, equity of access and diversity. We know that diversity helps us to innovate and make the biggest impact possible. Our DEI Strategy on for Inclusion supports and drives an inclusive workplace culture. We recognise that many people continue to face systemic barriers within an employment context, particularly those from First Nations, culturally and linguistically diverse, disability and LGBTIQ+ communities. We are committed to inclusivity and want to continue to learn from and grow our diverse workplace culture. This includes supporting your individual employment needs wherever reasonably possible.

POSITION CONTEXT

The Youth Housing Initiative (YHI) is an innovative four-year pilot program based predominantly in the Wyndham area that seeks to fill a specific gap by providing longer term housing and integrated support, for young people with medium-to-high needs.

The program reflects MCM’s Core Values, which are, Together, Accountable, Courageous, Curious and Open. The delivery service is founded on the organisations Healing Oriented Framework (HOF) and places healing at the centre, understanding individuals within the context of their lives and the systems they live within and are impacted by.

There are three key elements that create the foundation of the program.

Longer term housing, with a housing first approach, we are implementing a program that is evidence based and understands that when a person has access to stable housing, they can improve their wellbeing, build their capacity and move towards their goals.

Case management and coaching support which aims to provide young people with the necessary skills to increase their independence and develop robust and dynamic lasting connections to the community that assist them with the transition to the next stage in their life.

Therapeutic and Peer Support which aims to build capacity, relationships, create space for healing, and assist young people to connect to specialised mental health services.

POSITION PURPOSE

The Key Worker is a maximum term contract role of 3 years, that will work as part of a multi-disciplinary direct service team, to deliver the quality and outcomes targets specified in the program's pilot model. The Key Worker will be expected to commit to Melbourne City Mission's Mission, Vision and Values and align their work to the organisation's strategic objectives.

YHI's Key Workers are responsible for the provision of high-quality intensive goal-directed support and case management services to young people experiencing homelessness and multiple needs. They will have a caseload of young people they support within a multidisciplinary team across three different housing models designed to best meet the needs of the young people the program aims to support.

POSITION DUTIES AND RESPONSIBILITIES

- Effectively manage a caseload of young people and develop advanced goal directed case planning and crisis interventions underpinned by Advantage Thinking to meet the needs of Young People presenting with multiple needs, including risk assessments and safety plans.
- Working in close collaboration with MCM Housing (Tenancy Provider) using a sustaining tenancies practice approach to assist young people to establish a new tenancy, settle well into housing, intervene/prevent ongoing tenancy issues, manage a tenancy long term, and as required, end a tenancy on best positive note.
- Assist young people with multiple supports needs at transition to access ongoing accommodation options, private rental, family reconciliation, supported accommodation, shared housing and social or transitional housing in accordance with the case plan.
- Facilitate access to relevant specialist support services, including health, mental health, alcohol, and other drugs (AOD) and therapeutic interventions through networking.
- Maintain up to date knowledge of MCM's programs and relevant external service providers to ensure an integrated service response to young people.
- Working as part of a multi-disciplinary team approach which includes case management, therapeutic, and peer work support models.
- Implement care team meetings and participate in service coordination.
- Utilise secondary consultation for assistance when presented with concerns or barriers.
- Participate in meetings, debriefing, supervision, training, and forums as organized by your line manager.
- Undertake administrative duties as required and maintain accurate files, case notes, and databases using relevant platforms and systems.
- Service provision requires outreach-based service; therefore, you must hold a valid driver's license and be able to operate a fleet vehicle for daily activities.
- Contribute to an environment that will disrupt disadvantages for people through utilising a healing-oriented practice model that proactively responds to young people who have experienced adverse

experiences.

- Perform other duties and responsibilities, as directed by line manager or their proxy.
- Complete shifts outside of normal business hours were required within the program structure.

Generic and Compliance Responsibilities

- Work as a constructive team member, including building and maintaining positive interpersonal relationships.
- Apply the Organisational Commitments and Requirements (detailed below), including Child Safety and Safety of Vulnerable People, Workplace Health and Safety, Operational Accountability, Diversity, Equity of Access and Inclusion, and Position Description Maintenance.
- If approved to work from home, comply with all the requirements in the MCM Working from Home Workstation Self-assessment Checklist.
- Demonstrate MCM's Values (detailed below).
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, relevant service standards, and MCM's Code of Conduct, and MCM's Values.
- Comply with MCM's Employment Safety Screening Procedure.
- Perform other duties and responsibilities within the scope of the employee's skills, competence and training as directed by a person in any more senior role within MCM.

KEY SELECTION CRITERIA

Essential Criteria

- Degree with experience OR Associate Diploma with substantial experience OR qualifications in more than one discipline OR less formal qualifications with sufficient specialised skills OR expertise to undertake the range of activities
- Tertiary qualifications in Social Work, Youth Work, or related community services field
- Demonstrated experience working within a case management framework with young people with multiple supports.
- Understanding of mobile, assertive and community-based outreach support and interventions.
- Knowledge of experience in Advantage Thinking, Housing First, Sustaining tenancies principles and practice.
- Strong passion for working with people and ability to engage young people actively and assertively with complex needs.
- Excellent communication and problem-solving skills encompassing interpersonal, verbal and written, and negotiation skills.
- Proficiency in planning and case noting independently and can demonstrate the ability to coordinate or network with other stakeholders for the implementation or follow up.
- Capacity to work effectively both independently and as part of a multi-disciplinary team, demonstrate accountability and willingness to take direction.
- Strong organisational, time management and electronic client database skills.
- Availability to complete shifts outside of normal business hours where required within the program structure.

Essential Safety Screening Requirements:

- Proof of Identity Check
- National Police check
- International Police check
- Current Victorian Working with Children Check (Employee)
- Current Victorian Drivers Licence
- Right to work in Australia

POSITION AUTHORITIES**Number of Reports**

Direct Reports				Indirect Reports			
Number:	0	FTE:		Number:	0	FTE:	
List Teams / Positions				List Teams / Positions			

Expenditure

*As per delegation of authority

Operating:		Capital:	
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Other Authorities

NIL

Supervision or Direction Required

Consider whether the role requires regular supervision (monthly)

Planning

- Manage their own time;
- Establish their own goals or objectives subject to approval;
- Participate and implement simple projects

Freedom to Act

The employee will have the authority to

- Problem solve and make recommendations of continuous improvement initiatives to mitigate risk
- Apply knowledge, experience, training into their deliverables and objectives

Assistance to Higher Level

The employee may be required to:

- Contributes to reviews of routine processes
- Contributes to reviews of procedures
- Provides consultation based on professional knowledge

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 include:

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| Internal Relationships | <ul style="list-style-type: none"> • Employees from YHI and MCM Housing • Employees from other programs from MCM or Hester Hornbrook Academy • Operational and direct service staff • |
| External Relationships | <ul style="list-style-type: none"> • Neighbours to YHI Locations and surrounding community • External stakeholders are required (i.e. Mental Health, AOD, employment and education services etc) |

OUR VALUES

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

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| Together | <p>We are inclusive and accepting of difference</p> <p>We work in highly effective teams and our people are connected across our organisation</p> <p>We engage proactively with others to deliver outcomes</p> |
| 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> |
| 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> |

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Child Safety & Safety of Vulnerable People

MCM is a Child Safe Organisation, committed to the safety and wellbeing of children, young people, people with disability, and other vulnerable people. We have zero tolerance of abuse and neglect of all vulnerable people. MCM is committed to providing a safe environment in which children and vulnerable people are protected from violence, abuse and neglect. All employees must:

- Comply with the Child Safe Standards at all times.
- Maintain a safe environment in which children and vulnerable people are safe at all times.
- Actively prevent, and immediately report to MCM, any violence, abuse or neglect of any child or vulnerable person.

Workplace Health & Safety

MCM's has zero tolerance for compromised worker safety. We endeavour to provide a working environment that is safe for all employees and people who use our services. As an employer, MCM adheres to Occupational Health & Safety regulations. All employees must:

- Comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of their own health and safety, and the health and safety of their colleagues, service users, and others who may be affected by the employee's acts or omissions in the workplace.
- Immediately report to MCM any hazards or incidents.

Code of Conduct and Operational Accountability

MCM is committed to operating efficiently and ethically, and remaining operationally and financially sustainable. All employees must:

- Operate within the requirements of MCM's accreditations, registrations, policies and procedures, Code of Conduct, and regulatory guidelines.

Position Description Maintenance

Position Descriptions change over time, due to a wide range of organisational, technological, financial, geographical, service, systemic, legal, and individual factors. All employees must:

- Maintain position description currency by communicating, discussing and documenting necessary changes, and considering consistencies and relativities with other like-positions.
- Ensure compliance with position description, management of change, and consultation requirements in the relevant Awards and Enterprise Agreements.
- Use correct processes to apply for changes related to individual circumstances, for example, reasonable adjustments for disability, flexible working arrangements for care responsibilities, rehabilitation to work following injury, ill health or medical procedure, or transition to retirement.