

**POSITION:** Accommodation Support Worker  
**REPORTS TO:** Team Leader – Circuit Breaker Accommodation Program (Frontyard)  
**LOCATED:** Melbourne CBD  
**DATE CREATED:** January 2025

## 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 focused 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; Justice; and Palliative 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, Justice & 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, incarceration, and family cycles of disadvantage through provision of evidence based, high quality, effective interventions.

The Homelessness, Justice & Family Services division consists of five conceptual domains:

- Accommodation;
- Youth and Family Homelessness;
- Frontyard Youth Services;
- Justice; and,
- 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 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 support 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 and provides higher intensity supports, including enhanced mental health, drug and alcohol, and therapeutic supports, to respond and creatively engage those young people with the most complex barriers.

## JOB PURPOSE

The Accommodation Support Worker provides structured support to young people who are accommodated at Frontyard. The position is responsible for engaging and supporting young people in a way that promotes their strengths and empowers them, and supporting them to find appropriate accommodation and engage with support services.

The Accommodation Support Worker is also responsible for assisting the general day to day running of the accommodation and maintaining a safe, positive and welcoming program environment.

## JOB OBJECTIVES

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

- Welcome and induct young people on arrival.
- In collaboration with the young person, develop care and safety plans focused on goal setting.
- Work toward client goals, in partnership with Frontyard's case management, housing support and mental health teams, in partnership with young people.
- Provide assistance to young people to access ongoing accommodation options, particularly supported accommodation, family reconciliation, private rental and social or transitional housing in accordance with the case plan.
- Facilitate access to specialist support services, including health, mental health, AOD and therapeutic interventions both within Frontyard and through external services in accordance with the case plan.
- Respond appropriately to young people presenting with difficult and challenging behaviours; managing crises and incidents.
- Conduct risk assessments and create innovative and proactive responses to risks identified
- Deliver programs and support in an accommodation setting that foster young peoples' independence and build on their strengths and skills.
- Maintain a safe and clean program environment; providing meals as directed by the Team Leader.
- Undertake administrative and program tasks to enable ongoing operation of the program, including ordering food, managing contractors (such as maintenance or cleaning), washing linen, and assisting with rosters as requested. This includes undertaking specific after-hours administrative tasks and supporting the Youth Refuge teams, as directed by the Team Leader.
- Participate in mobile street outreach and other programs as required.
- Maintain accurate files, case notes and databases, using the relevant platforms and systems for the service.
- Participate in meetings, debriefing, supervision, training, and forums. This may involve flexibility to attend outside usual working hours, as agreed with the Team Leader.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards. All employees are required to comply with the Child Safe Standards.
- Perform other duties and responsibilities, as directed by the Team Leader, Operations Manager 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:

<b>Internal Relationships</b>	<ul style="list-style-type: none"> <li>• Frontyard Integrated Service teams, including MYSS, Check In, and Frontyard.</li> <li>• Youth Refuge teams</li> <li>• Employees from the Homelessness, Justice &amp; Family Services division</li> </ul>
<b>External Relationships</b>	<ul style="list-style-type: none"> <li>• Youth crisis accommodation and housing providers</li> <li>• Other youth services</li> <li>• Hospitals and other health services</li> <li>• Victoria Police</li> </ul>

## KEY SELECTION CRITERIA

### Essential:

- Tertiary qualifications in youth work, community development or social work or related qualification or extensive community sector experience.
- A clear understanding of working within a key worker framework including intake, assessment and ongoing support processes.
- Understanding or experience working with young people experiencing homelessness, including knowledge of trauma informed or healing oriented approaches.
- Strong ability to actively and assertively engage young people with complex needs, particularly in an accommodation 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.
- An understanding of the requirements for ensuring child safety.
- Excellent communication and problem-solving skills encompassing interpersonal, verbal and written, and negotiation skills.
- Strong organisational, time management and computer skills.
- *Provide First Aid* certificate (formerly First Aid Level 2).
- Availability to work shift work including weekends and night shifts.
- Internet-enabled device for Time & Attendance when working offsite.
- Satisfactory completion of safety screening checks including, but not limited to, the following checks: National (and International if applicable) Police Check, Victorian Employee Working with Children Check, Right to Work in Australia, and current and valid driver licence. All costs associated with safety screening checks with the exception of the National Police Check will be at applicants' expense.

### Desirable

- Experience in an accommodation setting or in a similar role.

## OCCUPATIONAL HEALTH & SAFETY REQUIREMENTS

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.

## LEADERSHIP CAPABILITY FRAMEWORK

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

KEY AREA	BEHAVIOURAL CAPABILITIES
<b>PARTNERSHIPS</b>	<b>Customer Focused</b> We do our best work when we understand people, and enable them to direct their own lives. We partner with others to provide access to what they need locally.
<b>REPUTATION</b>	<b>Provable Results</b> Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.
<b>REPUTATION</b>	<b>Disrupting Disadvantage</b> Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.
<b>PEOPLE</b>	<b>Resilience &amp; Bounce Back</b> Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.
<b>PEOPLE</b>	<b>Builds Capability &amp; Realises Potential</b> Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.
<b>PEOPLE</b>	<b>Safety First</b> 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:

<b>TOGETHER</b>	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.
<b>COURAGEOUS</b>	We speak up constructively in line with our convictions.
	We pursue our goals with determination.
	We are passionate about our advocacy role.
<b>CURIOUS</b>	We are inquisitive and ask why.
	We challenge the status quo.
	We actively explore the alternatives.
<b>OPEN</b>	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.
<b>ACCOUNTABLE</b>	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.