

POSITION: Dual Diagnosis Practitioner – Homes First
REPORTS TO: Team Leader – Homes First
LOCATED: Brimbank Melton and Hume Merri-bek
DATE UPDATED: April 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, 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

Homes First is an innovative five-year program based across the Local Government Areas of Brimbank-Melton and Hume Merri-Bek regions.

During the COVID-19 pandemic, the From Homelessness to a Home (H2H) program was implemented as a landmark investment in scaling up a program based on Housing First principles. As part of the 2023-24 State Budget, funding was allocated to the Sustained Solutions for Housing First To End Rough Sleeping to embed Housing First principles as a feature of the Victorian homelessness system. Under the 2023-24 State Budget, \$48 million over 4 years has been allocated to continue the H2H program under a revised service model to be known as the Homes First program.

Homes First is one of a suite of programs to support adults sleeping rough and experiencing persistent homelessness. Our support model includes allied health, specialist housing, assertive outreach, therapeutic supports, early intervention & prevention services, legal, education and employment support.

The program reflects MCM's Core Values, which are, Together, Accountable, Courageous, Curious and Open. The service delivery 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.

JOB PURPOSE

The Dual Diagnosis Practitioner is a maximum term contract role (2 years) within the Homes First program that is responsible for holding a caseload and contributing to day to day practice support and guidance, as well as the provision of specialised therapeutic knowledge and skills in regard to people who have experienced homelessness with mental ill health and/or drug and alcohol.

The role, as part of a multidisciplinary support team, aims to provide intensive and holistic support to achieve housing stability and broader goals. This includes providing referral support for adults to deal with any barriers they are facing and contributing to secondary consult and capacity building for a range of multi-disciplinary workers.

Service delivery will be consistent with MCM's Healing Orientated Framework, and trauma informed practice.

Additionally, the role will work with the Operations Manager and Team Leader – Homes First to support the operationalisation of Homes First and contribute to the delivery of broader team outcomes as relevant to the funding. The role requires an experienced Dual Diagnosis Practitioner who is innovative in their practice and comfortable working with adults who have multiple and intersecting needs.

JOB OBJECTIVES

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

- Provide secondary consultations to housing and multidisciplinary workers within Homes First and the Adult Homelessness portfolio that support adults experiencing mental health and/or AOD concerns. Provide professional development and capacity building opportunities, including guidance on assessment and safety planning.
- Provide brief and longer-term targeted interventions including comprehensive risk and needs assessment, safety planning, housing, mental health, AOD use and legal support to a case load.
- Participate and facilitate in case reviews and act as a subject matter expert by providing specialised knowledge and skills regarding adults with complex mental health and/or AOD needs.
- Develop successful working relationships with people and work collaboratively with their care teams to assess their needs, support them to set goals, work out strategies to achieve those goals and help to develop the skills towards independence.
- Be the subject matter expert in the development, implementation and monitoring of practice innovation within the portfolio.
- Contribute to an environment that will disrupt disadvantage for people through utilising a healing orientated practice model that proactively responds to adults who have experienced adverse experiences.
- Support people to build new networks and access specialised mental health and/or AOD services.
- Lead and maintain strong connections with public, private, non-government and volunteer services in the local area.
- Maintain regular reporting, accurate files, case notes and databases using relevant platforms and systems.
- Undertake ongoing training and professional development.
- 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.
- Contribute to the development, implementation and monitoring of practice innovation within the portfolio.
- Perform other duties and responsibilities, as directed by their line manager.

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 Homelessness & Family Services division • Employees from the Youth Early Intervention and Homelessness • Employees from other programs from MCM
External Relationships	<ul style="list-style-type: none"> • A range of Victorian mental health and AOD services • Primary and allied health providers • A range of Victorian service providers and systems (Victoria Police, Child Protection, General Health)

KEY SELECTION CRITERIA

Essential:

- Bachelor's qualification in Psychology/Social Work or other related field.
- Demonstrated experience working within a case management framework with adults with complex support needs including mental health and AOD barriers.
- Knowledge and understanding of the Mental Health and Wellbeing Act 2022
- Strong passion for working with people and ability to engage people actively and assertively with complex needs.
- Understanding or experience working with adults at risk of experiencing homelessness, including knowledge of healing-oriented trauma informed approaches.
- Knowledge on the impact of abuse and trauma on development in order to meet clients' needs in a developmental, individualised way.
- Demonstrated high level written and verbal communication, conflict management and resolution, negotiation and mediation skills.
- Ability to build and maintain positive relationships and communicate with people of diverse backgrounds and abilities.
- Ability to exercise judgement and initiative when procedures are not clearly defined.
- Proficiency in planning and report writing independently and can demonstrate the ability to coordinate or network with other stakeholders for their implementation or follow up.

- Capacity to work effectively both independently and as part of a multidisciplinary team, demonstrate accountability and willingness to take direction.
- Ensure services are delivered within the framework of MCM's policies and procedures, practice framework, legislative requirements and meet the relevant standards. All employees are required to comply with Child Safe Standards.
- *Provide First Aid certificate (formerly First Aid Level 2).*
- Computer literacy, including proficiency in using databases and client management systems.
- 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:

- Knowledge and understanding of current issues and trends in the homelessness and housing sectors and related fields.

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
PARTNERSHIPS	Customer Focused 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.
PARTNERSHIPS	Influence & Persuasion Delivers a compelling message to gain support for ideas or projects. Acts to influence outcomes for the benefit of the people we work with.
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	Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.
REPUTATION	Disrupting Disadvantage Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.
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	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:

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.