

POSITION:	Operations Manager- Youth Support and Accommodation
REPORTS TO:	Head of Youth Homelessness
DATE:	June 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 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 Homelessness & Family Services Division supports people experiencing, or at risk of homelessness, 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 and family cycles of disadvantage through provision of evidence based, high quality, effective interventions. The Homelessness & Family Services Division consists of three domains:

- Youth Homelessness Services
- Adult Homelessness Services
- Family Services

On any given night 6,000 young Victorians are spending the night without the comfort or safety of their own home, according to the 2016 Census. Young people have distinctive experiences and pathways into homelessness, including having limited coping strategies and resources as well as being at high risk of further trauma.

This key leadership role is responsible for management of high-quality deliverables for Youth Foyer, CIAO and Targeted Care Packages, Better Futures, and Youth Housing First and driving the future vision for these programs with Team Leaders and Program teams.

Youth Foyer

MCM's Youth Foyer provide long term supported accommodation linked with education, training, employment and Advantaged Thinking coaching support to young people aged 16–25. MCM's four Youth Foyer sites are North Fitzroy, Melbourne CBD, Collingwood, and Werribee

CIAO

The Community Integration and Accommodation Options (C.I.A.O) provides accommodation and support services to young people aged 15–18 years, who are transitioning to independent living from Out of Home Care services. On exiting the CIAO program, the young people are also assisted to access permanent, affordable housing.

Better Futures / Home Stretch

Better Futures and Home Stretch aims to support young people 15 years and 9 months -21 to achieve successful and independent adult lives; helping them to have an active voice in decisions about their future and guiding their transition to adulthood and independent living across a range of life areas.

Youth Housing First

Is a new housing and support for young people leaving care providing rapid housing access and long-term support. MCM leads a partnership consortium with Quantum Support Services and Junction Support Services across the south and east of Victoria.

POSITION PURPOSE

This position operates at the Service Leadership level in the MCM Leadership Capability Framework. The Operations Manager has specific responsibility, at both a strategic leadership and operational level for the development and documentation of contemporary effective models of care, external stakeholder management, program innovation, and quality. It is responsible for overseeing the day-to-day operational management of the Programs and the related employees, Lead Tenants and budgets.

POSITION DUTIES AND RESPONSIBILITIES

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

- Exercise a high level of responsibility for the work undertaken by all employees and volunteers within the programs including undertaking the planning, direction, management and evaluation of program operations.
- Responsible for ensuring positive program performance against targets, reporting, contracts and quality compliance.
- Manage the overall operational, budgetary and financial responsibilities including flexible funding packages, and activities of the programs including acquittals, data collection and caseload management.
- Responsible for the provision of a high-quality services for young people, while ensuring their voice, choice and wishes have primacy.
- Provide leadership and expert advice to employees working with young people with multiple and complex needs and support employees to develop comprehensive care plans and risk assessments for all young people.
- Drive a positive workplace culture that ensures employees, including volunteers can actively contribute to reach common goals. This includes working with direct reports to ensure all employees receive high quality leadership, coaching, supervision and performance appraisals.

- Manage the human resource needs for the program teams, in collaboration with the Head of Youth Homelessness and People & Culture, including recruiting, managing and developing employees in the portfolio.
- Lead in the development and implementation of innovative programs, improvement activities and projects; develop and improve program practice and ensure quality mechanisms are in place for accreditation, in consultation with the Head of Youth Homelessness.
- Develop and monitor program partnerships through Service Agreements, Memorandums of Understanding and other mechanisms.
- Build strong sector partnerships and maintain collaborative relationships with other service providers, supporting better services for young people and promotion of the organisational profile.
- Contribute to the leadership of the Division as an active member of the Leadership Team; convene and lead the Supported Accommodation Leadership Team.
- Participate in, and facilitate, meetings, debriefing, supervision, training, and forums, including providing after hours Backup to On-call support.
- Participate in presentations and public speaking, where required and approved.
- Contribute to funding applications, communications and fundraising.
- Represent MCM with stakeholders including all levels of government, service partners, services users and the community.
- 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 Head of Youth Homelessness or delegate.

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

- A Bachelor degree in Youth Work, Social Science, Social Work or related fields with extensive experience working with young people that have experienced adverse childhood experiences and at least 4 years in a leadership role.

- A demonstrated ability to lead, guide, supervise and support programs and teams with a sound understanding of supervision guidelines and best practice principles, ideally in specialist homelessness, leaving care, or related field.
- Extensive knowledge and understanding of current policy, reforms, funded activities, issues and trends in the youth homelessness, housing, and child protection sectors and related fields.
- Sound theoretical practice in working with young people experiencing homelessness and intensive case management based on good practice, evidence, and current theory.
- Ability to create and enhance program design within an accommodation or support program to create an innovative environment that leads to sustainable housing pathways for young people.
- Demonstrated experience, knowledge, and skills in the delivery of human programs, preferably in an accommodation/ housing support program.
- 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.

Essential Safety Screening Requirements:

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

Desirable:

- Knowledge and experience in the Youth Foyer program model.

POSITION AUTHORITIES

Number of Reports

Direct Reports				Indirect Reports			
Number:	4	FTE:	4	Number:	30	FTE:	Variable
List Teams / Positions	Better Futures Team Leader CIAO Team Leader Foyer Team Leader Youth Housing First Team Leader			List Teams / Positions	Youth Development Coaches Better Futures + Senior Worker 9, Youth Development Coach + Senior Worker CIAO 9, Youth Workers Youth Housing First 4, CIAO Lead Tenants 2, Foyer Youth Development Coach + Senior Worker 6.		

Expenditure

Operating:	~5,000,000 p/a	Capital:	NA
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Other Authorities

- Authorising time sheets or permissions within specific systems and processes, critical incident reviews, monthly reporting.

Supervision or Direction Required

- Receives fortnightly supervision by Head of Youth Homelessness

Planning

- Establish annual goals and objectives with program teams aligned with organisational strategy and funded service deliverables through annual planning days and 6 monthly reviews.

Freedom to Act

- Can make leadership decisions limited by policy and budget.

Assistance to Higher Level

- Contributes to reviews of routine processes and contributes to cross organisational working groups, projects, and activity.

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.

Internal Relationships	• Employees from MCM Service Delivery
	• MCM Shared Services
	• Employees from MCM Housing
	• Employees from the Hester Hornbrook Academy
	• Employees from Quantum
External Relationships	• City of Wyndham and the H3 Alliance
	• Child Protection and Placement Coordination, DHHS Relationships
	• Community Housing Associations: Unison Housing, Gospel Hall Inc, Housing Choices Australia and MCM Housing.
	• Junction Support Services
	• Foyer Foundation

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

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.