

Program Manager Community Mental Health

POSITION:	Manager Community Mental Health
CLASSIFICATION:	SCHADS Award Level 6
REPORTS TO:	Operations Manager Frontyard Youth Services
DATE UPDATED:	October 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, providing a broad range of support in Homelessness, Family Services, Disability, Early Childhood Intervention Services, Palliative Care, Education and Mental Health service areas.

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

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 of 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 integrated model includes a suite of primary and allied health, specialist housing, assertive outreach, therapeutic supports, early intervention & prevention services, legal, education and employment. Additionally, Frontyard's 17 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 to sustainable housing options.

The Frontyard Mental Health Program (Check-In) was developed in 2017 and has responded to recommendations of the Royal Commission into Victorias Mental Health System. This leadership role will drive partnerships with St Vincents Hospital, the Northwest Public Health Network, Orygen and area mental health services, and Cohealth to address the gaps in service provision for young people that experience mental ill health and homelessness. Led by the Manager the program utilises an action-based

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research approach model that ensures mental health services reach all young people requiring support. The program aims to ensure no one falls through the gaps of mental health service provision.

The Program aims to:

- provide early and crisis intervention mental health services to young people aged 12-25 years presenting with complex mental health issues
- Key responsibility to develop and maintain partnerships and working relationships with service providers to facilitate referrals with more appropriate services.
- Lead contributor to evidence informed approaches to supporting young people with, or at risk of, severe mental illness

The key enhancements to drive better mental health outcomes for young people will include:

- A more integrated, flexible and effective model of mental health and social care to young people experiencing complex needs
- Diversification of staffing qualifications and experience to include mental health peer workers, occupational therapists, and qualified mental health care coordinators
- Stronger connections to acute/tertiary mental health services facilitated by the St Vincent's team to achieve appropriate and timely referrals for young people if their mental health requires more specialist support
- Piloting Victorias first Senior Peer Worker and Peer Worker models in the youth homelessness and mental health space.
- Strengthening non-clinical staff capability with respect to providing care and support to young people experiencing complex mental health concerns.

POSITION PURPOSE

This position operates at the Service Leadership level in the MCM Leadership Capability Framework.

The Community Mental Health Manager holds the lead oversight responsibility for the design, delivery, and evaluation of a youth-focused mental health response integrated with homelessness and community support systems. The role provides leadership and specialist expertise, ensuring that young people experiencing mental ill health, trauma, and homelessness receive responsive, evidence-based, and innovative services. This position is accountable for staff management, strategic development, partnership development and management, inter-agency collaboration, evaluation responsibilities, and maintaining compliance with organisational, legal, and funding obligations.

POSITION DUTIES AND RESPONSIBILITIES

Service Development, Delivery and Evaluation

- Lead the design and implementation of youth-specific, trauma-informed mental health programs in line with best practice, legislative frameworks, and organisational strategy.

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- Oversee pilot/developing programs, including evaluation and outcome measurement, ensuring continuous improvement and responsiveness to the needs of vulnerable young people.
- Lead, develop and maintain strong multi-sector partnerships with mental health services, youth support, housing, education, and justice services to ensure holistic client outcomes.
- Lead advocacy initiatives to improve system responses to young people with complex needs and ensure their access to specialist care.
- Lead others to develop training frameworks, deliver training modules, and when necessary, source external trainers to build staff capacity in trauma-informed practice, suicide prevention, and youth mental health.
- Develop and lead an innovative and flexible response within the homelessness service system.
- Provide quality review on the development of service responses and interventions to meet the needs of young people with multiple and complex needs.

Support Coordination

- Provide high-level clinical oversight of assessments, care planning, and interventions to ensure youth-focused, culturally safe, and recovery-oriented practice.
- Support the development, review, and monitoring of care coordination and safety plans across the service, ensuring complex and high-risk cases are appropriately escalated.
- Offer secondary consultation and clinical supervision to multidisciplinary staff teams in Frontyard and the wider MCM Youth Homelessness Portfolio to support quality and consistency of care.
- Pilot Victorias first Senior Peer Worker and Peer Worker models in the youth homelessness and mental health space.
- Ensure that all service delivery prioritises the voice, preferences, and participation of young people.

Leadership and Organisational Accountability

- Ensure the program leaders provide supervision and mentoring in line with the organisation's Supervision & Healing Orientated Frameworks, ensuring a supportive, reflective, and performance-driven culture.
- Lead a program team from multidisciplinary and co-located services and partner agencies, providing guidance, support, and performance monitoring.
- Lead contributor to strategic planning, budget management, and compliance with funding agreements, service standards, and relevant legislation.
- Prepare timely submissions, reports, and policy recommendations for internal and external stakeholders, including funding bodies.
- Represent the organisation at a leadership level at sector forums, public forums, and stakeholder meetings, building the profile of the service.

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- Key responsibility to drive innovation in program delivery and support systemic policy reform to improve outcomes for young people experiencing homelessness and mental ill health.

Compliance and Governance

- Uphold professional and ethical practice in accordance with the organisation's Code of Conduct and the requirements of relevant professional bodies.
- Ensure compliance with Child Safe Standards, the Mental Health Act 2014 (Vic), suicide prevention frameworks, and organisational clinical governance requirements.
- Monitor quality assurance processes, service audits, incident reviews, and risk management frameworks, applying a culture of continuous improvement.
- Ensure transparent information management, effective use of data, and accuracy of records and reporting in accordance with organisational and legal guidelines.

Generic and Compliance Responsibilities

- Work as a constructive member of MCM leaders' network, 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

- Tertiary qualification (minimum 3–4 year degree) in social work, psychology, occupational therapy, or other relevant allied health field, with eligibility for registration/membership with the appropriate professional body.
- High degree of independent professional responsibility and decision-making within broad organisational frameworks.
- Significant experience (4+ years) in the design, implementation, and evaluation of programs for young people with complex mental health and homelessness issues.
- Demonstrated advanced knowledge of clinical governance, service development, and trauma-informed mental health practice.

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- Comprehensive understanding of the Victorian Mental Health Act 2014, relevant suicide prevention frameworks, and clinical practice guidelines.
- Demonstrated leadership and management skills, including staff supervision, multidisciplinary team management, and capacity building.
- High-level specialist experience in risk assessment, risk management, safety planning, and complex case coordination.
- Proven ability to manage budgets, funding compliance, and program reporting obligations.
- Strong interpersonal, communication, and negotiation skills, with proven experience in leading inter-service collaboration and stakeholder management.
- Demonstrated capacity to initiate, deliver, and evaluate large-scale projects involving multiple stakeholders.
- Expertise in influencing systemic service improvement and contributing to sector policy reform.
- Capacity to work strategically and autonomously under limited direction, including the ability to manage competing priorities.
- Advanced skills in data systems, evaluation tools, and evidence-based reporting methods.

Essential Safety Screening Requirements:

- Proof of Identity Check
- National Police check
- International Police check
- Current Victorian Working with Children Check (Employee)
- Other Professional Registration (eg SPA, OT, etc.)
- Current Victorian Drivers Licence
- Right to work in Australia

Desirable:

- Demonstrated experience working with young people in a community mental health setting that encompasses homelessness related factors.

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POSITION AUTHORITIES

Number of Reports

Direct Reports				Indirect Reports			
Number:	10	FTE:	8	Number:		FTE:	
List Teams / Positions	<ul style="list-style-type: none"> • Senior Care Coordinator • Senior Occupational Therapist • Senior Peer Worker • Occupational Therapist • Dual Diagnosis Clinician • Care Coordinators x2 Peer Workers x3 			List Teams / Positions			

Other Authorities

- *Authorising Program invoices and payments*
- *Purchasing for program within budget guideline*
- *Recruitment for Program staff*
- *Provision of reports for funding bodies*
- *Anything else here you can lift from the delegation matrix?*

Supervision or Direction Required

- Receives formal supervision every fortnight from Frontyard Operations Manager.
- Receives general direction from Head of Youth Homelessness.

Planning

- Manage their own time.
- Establish their own goals or objectives subject to approval.
- Establish goals and objectives for other employees.
- Implement & manage projects.
- Controls a program or significant area.
- Implement organisational & program goals.

Freedom to Act

- Has authority where directions and procedures are silent.
- Can apply knowledge, experience, training.
- Can make leadership decisions limited by policy and budget.
- Can implement organisational policy, strategy, or decisions subject to CEO or Board, etc.

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Assistance to Higher Level

- Can provide routine & specialist information.
- Advises specific people about routine matters.
- Contributes to reviews of routine processes.
- Provides technical or specialist or multi-disciplinary advice.
- Contributes to reviews of procedures.
- Provides consultation based on professional knowledge.
- Provides authoritative consultation on policy formulation and strategic direction, etc.

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:

Internal Relationships	• Frontyard Integrated Model Staff
	• Staff across MCM, Hester Hornbrook Academy, MCM Housing & Quantum Support Services
	• Senior Leadership
External Relationships	• St Vincents Hospital
	• Orygen Youth Mental Health
	• Cohealth
	• NWPHN
	• Area Mental Health Services

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

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We value and respect the autonomy of clients

We trust one another

We act safely in all our interactions

Accountable

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.

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- 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.