

POSITION: Team Leader – WRAP Youth Refuge
REPORTS TO: Operations Manager – Youth Refuges
DATE UPDATED: Dec 2025

ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, MCM is a diverse community support 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 MCM's work is focussed on supporting people to take charge of their own lives and participate fully in community life. MCM's service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; and Palliative Care. Our Healing Oriented Framework guides us in our trauma informed knowledge to enhance trauma responsiveness across all programs and deepens the capacity of teams and services in complex environments to provide healing oriented care.

As a social change agent MCM advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

JOB CONTEXT

The role sits within the Homelessness and Family Services Division and plays a key role in supporting the daily operations of the Youth Refuges. The Homelessness and Family services division consists of four conceptual domains:

- Intensive Youth Support
- Supported Accommodation
- Youth and Family
- Youth Refuge

The Team Leader plays a key role in leading the operation of WRAP Youth Refuge and team and is a member of the Youth Refuge leadership team.

MCM Youth Refuges

MCM Youth Refuges aim to provide safe, secure short-term accommodation for young people 16 – 24 years of age experiencing homelessness and assist them in moving toward independent living. The service provides accommodation, support, information, and assistance to young people based on their needs (e.g., Centrelink, health, and legal services) and support in finding suitable accommodation options.

The Refuge programs work within a Healing Oriented Framework that recognises young people come from backgrounds of abuse and trauma, and focus on assisting young people to build their existing skills and develop their own capabilities. Referrals are accepted under the Opening Doors Framework from Homelessness Access Points.

MCM operates four Youth Refuges situated in the North West and North East of Melbourne:

- Iramoo Youth Refuge is located in Werribee, a growth corridor that is seeing a steady increase in young people experiencing homelessness. It is a cluster model and accommodates 8 young people and 2 families.
- Western Region Accommodation Program (WRAP) Youth Refuge is located in Sunshine and is a cluster model refuge that can accommodate 2 single males, 2 single females in shared spaces, and has 2 family units.
- Stopover Youth Refuge is situated in North Fitzroy and can accommodate 9 young people.
- Vicky's Place Youth Refuge accommodates up to 8 young women and their children in Rosanna. This is a secure address.

MCM Refuges also work in conjunction with the North West Outreach team based at the WRAP Youth Refuge. This team provides early intervention, post refuge support and community development activities within an outreach capacity.

JOB PURPOSE

To oversee the day-to-day operations of the WRAP Youth Refuge, lead and supervise the team, and be responsible for ensuring that young people receive a high-quality service.

As a leadership role, the Team Leader is expected to operate under limited direction from management and undertake a range of functions for which operational practices and guidelines may need to be developed. The Team Leader will have responsibility for decision making for the WRAP Youth Refuge team, in line with divisional and MCM strategic plans, and will provide expert advice relating to Youth Refuge provision.

JOB OBJECTIVES

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

- Ensure the provision of high quality, solution-focused whole of person services are provided to all young people who are accommodated.
- Exercise a high level of responsibility for the work undertaken by all employees within the Youth Refuge program, including undertaking the planning, direction, management, and evaluation of Youth Refuge operations.
- Manage critical incidents safely, provide support and direction to employees and young people in times of crisis.
- 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.
- Continually develop, maintain and role model a positive workplace culture.
- Provide high quality leadership, supervision, and development for employees in the Youth Refuge.
- In collaboration with the Operations Manager, oversee the recruitment, employee induction, rostering and staffing of the refuge.
- Ensure the Youth Refuge is a safe environment and workplace for all employees and young people.

- In collaboration with the leadership team, develop, implement, and report on the Youth Refuge operational plan, as well as priorities from the division's strategic plan, as identified by the Operations Manager.
- Build and maintain strong relationships with service providers, partner services and agencies.
- Complete regular reporting, information and data collection, and quality improvement activities, including updating procedures.
- Participate in on-call for the division, as per the roster.
- Participate in, and facilitate, 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.
- Ensure services are delivered within MCM's Healing Oriented Framework.
- Perform other duties and responsibilities, as directed by the 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:

Internal Relationships	<ul style="list-style-type: none"> • Employees from other Youth Refuge programs • Employees from the Homelessness and Family Services Division • Employees from Human Resources
External Relationships	<ul style="list-style-type: none"> • Homelessness Agencies & Access Points • Community Agencies

KEY SELECTION CRITERIA

Essential:

- Tertiary qualifications in Social Work, Youth Work or related fields and demonstrated experience in working with people who are at risk or experiencing homelessness.
- Demonstrated experience leading a team of professionals working in a youth homelessness context, with the ability to oversee a range of crisis interventions and management strategies to young people at risk.
- A demonstrated ability to lead, guide, supervise and support employees with a sound understanding of supervision guidelines and best practice principles.
- Demonstrated experience in developing and delivering high quality programs and services.
- Strong ability to actively and assertively engage young people with complex needs.
- A comprehensive understanding of the homelessness service system with specialist knowledge of patterns, trends and systemic issues, and principles in working with at risk young people.
- Knowledge of statutory requirements and legislation relevant to youth homelessness.

- A clear understanding of, and ability to lead case management, including client assessment and intake processes.
- Demonstrated capacity to work flexibly and have the ability to manage competing demands.
- High level of initiative and motivation.
- Demonstrated ability to work autonomously and as part of a team.
- Well-developed communication, negotiation, interpersonal and conflict resolution skills.
- Computer literacy, including proficiency in the Microsoft suite of programs.
- 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.
- Internet-enabled device for Time & Attendance when working offsite.

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Child Safety & Safety of Vulnerable People

MCM is a Child Safe Organisation. 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.

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 people who use our services 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 people who use our services who may be affected by your acts or omissions in the workplace.

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.
- All employees are subject to MCM's Employment Safety Screening Procedure.

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	Collaboration & Cooperation Seeks to find the right solution for all. Stays connected and works together with colleagues and customers to achieve great things.
REPUTATION	Doing Our Best Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.
PEOPLE	Resilience & Bounce Back Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.
PEOPLE	Builds Capability & Realises Potential Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.
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.