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| POSITION: | Team Leader Circuit Breaker Refuge, Frontyard Youth Services |
| CLASSIFICATION: | L6 (5 months fixed term, M-F- 7am-3.30pm) |
| REPORTS TO: | Operations Manager Circuit Breaker Refuge, Frontyard |
| DATE CREATED: | January 2026 |

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; 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 & 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, and family cycles of disadvantage through provision of evidence based, high quality, effective interventions. The Homelessness & Family Services division consists of five conceptual domains:

- Family Services
- Adult Homelessness
- Youth Homelessness Services

Circuit Breaker Refuge is based within Frontyard Youth Service, the states only dedicated youth homelessness entry point, and the refuge provides an enhanced accommodation and support service to 17 young people experiencing homelessness. Circuit Breaker opened in 2019 to support young people that consistently fall through the gaps of systems and supports to avoid entrenched long term homelessness. Frontyard's 24/7 support model includes a Senior AOD Recovery Lead, two Team leaders, Senior Worker, Healing Informed Senior Practice Leader (across all Frontyard), Refuge Team offering specialist housing & therapeutic supports, and wraparound support from programs across Frontyard Youth Service and partner agencies.

JOB PURPOSE

The Team Leader – with other members of the Circuit Breaker Leaders team- is responsible for overseeing the day-to-day operations of Circuit Breaker team to deliver a refuge response that works in partnership with young people. With the aim of supporting young people to stabilise, develop the tools and skills necessary for interdependence and connection with community, and a positive housing outcome. This will include – but not limited to:

- Promote the Integrated Frontyard and One Practice method, optimising co-located wraparound supports.
- Support a team case management and care coordination approach
- Care plan and care coordination oversight
- Supervision of Refuge Workers
- Review of safety and activity plans for clients, Riskman investigations, debriefing post incident
- Recruitment, induction, mentoring, training and coaching of team members
- Networking and partnership management
- Safe and positive team culture development and functioning.
- Facilitation of group work.
- Coordination of resources, food shopping, general office supply ordering.
- Participate in an on-call roster to Frontyard Youth Services.

As a leadership role, the Team Leader will operate under limited direction from management and undertake a range of functions including operational practice and guidelines. The Team Leader will have responsibility for decision making alongside other Circuit Breaker leaders and will provide expert advice relating to refuge accommodation and service delivery.

JOB OBJECTIVES

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

- Contribute to a positive and safe work culture, including driving the Integrated Frontyard approach and one practice method methodology.
- Ensuring the provision of high quality, healing oriented, holistic team case management service within a refuge setting to young people.
- Identify risk, develop strategies to mitigate these and manage any incidents safely, providing support and direction to employees and young people.
- Provide leadership and coaching to team members working with young people with multiple and complex needs and supporting team members to develop comprehensive care plans and risk assessments.
- Monitor the progress of young people engaged in the service and advocate for their needs internally and with other external services.
- Ensure young people have access to a range of activities, learning opportunities, resources and services to assist them in breaking the cycle of disadvantage.
- Lead and role model strong working relationships within Frontyard Services and other community organisations to ensure the development and maintenance of an integrated model of care for young people.
- Continually develop, maintain and role model a positive workplace culture.
- Providing high quality leadership, supervision, support and development for employees.
- Providing phone support and crisis management for employees in an on-call capacity

- In collaboration with the Operations Manager, overseeing the recruitment, employee induction, rostering and staffing of the accommodation program.
- Ensuring that the accommodation is a safe environment and workplace for all young people and employees.
- As part of the leadership team develop, implement and report on the Frontyard operational plan, as well as priorities from the MCM and the division's strategic plan.
- Ensure client records and reports remain up to date and compliant within the program.
- Completing regular reporting, information and data collection, and quality improvement activities including updating procedures.
- 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. All employees are required to comply with the Child Safe Standards.
- 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:

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| Internal Relationships | • Frontyard Youth Service teams, including The Access Point, Case Management Teams, Youth Participation & Engagement, and Check-In Youth Mental Health Program |
| | • Youth Refuge teams |
| | • Employees from MCM services |
| External Relationships | • Youth refuge and housing providers |
| | • Other youth services |
| | • Hospitals and other health services |
| | • Victoria Police |

KEY SELECTION CRITERIA

Essential:

- Tertiary qualifications in youth work, community development or social work or related qualification or extensive community sector experience (minimum 4 years).
- Demonstrated experience in leading a team with the ability to support consistent evidenced responses to crisis intervention and a team case management approach.
- A comprehensive understanding of the homelessness service system with specialist knowledge of referral pathways, trends and systemic issues, and principles in working with at risk young people.
- A demonstrated ability to lead, guide, supervise and support employees with a sound understanding of supervision guidelines and best practice principles.

- Demonstrated experience in delivering high quality services that are trauma informed.
- Strong ability to assertively engage and empower young people with complex needs, including initial assessment, intake and planning skills with young people
- Availability to work Monday-Friday (Between 6am-6pm)
- Excellent communication and problem-solving skills encompassing interpersonal, verbal and written, mediation and negotiation skills.
- 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:

- Provide First Aid certificate (formerly First Aid Level 2).
- Refuge or Youth Accommodation experience.

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 endeavor 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 |
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| 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 | Credibility & Integrity Establishes credibility and trust in the eyes of clients, colleagues, regulators, funders and partners. Is recognised as being principled and 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 | Resilience & Bounce Back Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to setbacks and disappointments. |

OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

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| 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. |

I have read, understood and accepted this Job Description.

Date:

Name:

Signature: