

POSITION: Community Mental Health Clinician – Check In

REPORTS TO: Senior Clinician – Check In

DATE UPDATED: May 2020

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 focussed 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; Justice; 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, Justice & 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, incarceration, and family cycles of disadvantage through provision of evidence based, high quality, effective interventions.

The Homelessness, Justice & Family Services division consists of five conceptual domains:

- Accommodation;
- Youth and Family Homelessness;
- Frontyard Youth Services;
- Justice; and,
- Family Services.

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 Intergrated Service Model includes a suite of primary and allied health, specialist housing, assertive outreach, therapeutic supports, early intervention & prevention services, legal, education and employment support. Additionally, Frontyard's 18 bed crisis accommodation operates 24/7 and provides higher intensity supports, including enhanced therapeutic supports around mental ill health, and alcohol and other drugs, to respond and creatively engage those young people with the most complex barriers.

JOB PURPOSE

The Community Mental Health Clinician –role provides recovery-oriented mental health triage and assessment, therapeutic intervention, case management, and support to young people who display psychological distress and may present with challenging, at risk, and/or suicidal behaviours.

The role is responsible for supporting young people who access or are accommodated at Frontyard and works closely with the Frontyard Integrated Service Model to ensure a coordinated approach across all areas of Frontyard Youth Services.

JOB OBJECTIVES

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

- Support the mental health related needs of young people experiencing homelessness who access the Frontyard Integrated Service Model, using the following theories and frameworks:
 - Youth focussed & person-centred
 - Developmentally informed
 - Recovery oriented
 - Collaborative
 - Social justice
 - Trauma informed and healing oriented
 - Attachment theory
 - Neurobiological theory
 - Family and community inclusive practice
 - Culturally responsible
 - Diversity informed
- Assess the needs of young people experiencing homelessness and who access the Frontyard Integrated Service Model and develop and enhance recovery goals with the young person through provision of plans including:
 - Mental health service navigation and advocacy
 - Therapeutic intervention
 - Secondary consult within the Frontyard Integrated Service Team
 - Outreach
- Maintain accurate documentation and reporting consistent with legislative, ethical and organisational requirements
- Develop strong relationships with internal and external stakeholders
- Participate in a mobile street outreach roster as required
- Participate in meetings, debriefing, supervision, training, and forums. This may involve flexibility to attend outside usual working hours, as agreed with the Senior Clinician
- 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 Senior Clinician 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 service to the people they support. Examples of key relationships are detailed in the following table:

Internal Relationships	<ul style="list-style-type: none"> • Frontyard Integrated Service teams • Employees from the Homelessness, Justice & Family Services division
	Including, but not limited to:
External Relationships	<ul style="list-style-type: none"> • A range of Victorian youth health service providers • Child Protection • Victoria Police

KEY SELECTION CRITERIA

Essential:

- Tertiary qualification in an allied health discipline, including social work, psychology, mental health nursing, and occupational therapy, with membership with the appropriate professional body (i.e. AHPRA/AASW).
- Knowledge and experience in the early identification, assessment, treatment, and delivery of a range of psychotherapeutic mental health interventions for young people at significant risk.
- Demonstrate a thorough understanding of principles and application of socio-ecological and trauma informed/healing oriented practice in working with young people
- Experience in assessment of mental health and distress related need, planning, implementation, monitoring and evaluation
- Experience in delivery of interventions that range from crisis intervention to long term therapeutic engagement.
- Experience in providing secondary consultation to internal and/or external stakeholders working from different models of care/practice frameworks
- Sound, current knowledge of the Mental Health Act, relevant legislation, and current strategic directions of public mental health and primary health care services.
- Demonstrate excellent interpersonal, communication and negotiation skills, and the ability to work collaboratively in high demand environments.
- Ability to use relevant information technology, electronic recording systems and data management tools.
- Availability to work shift work including weekends and after business hours shifts.
- An understanding of the requirements for ensuring child safety.
- Computer literacy
- 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.

Desirable:

- Education or experience in alcohol & other drug interventions and treatment.
- A postgraduate qualification in an area relevant to youth homelessness mental health.

- Demonstrated knowledge and application of trauma, attachment, neurobiological frameworks and theories.

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	<p>Customer Focused</p> <p>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.</p>

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.
REPUTATION	Doing the Right Thing Manages resources wisely to deliver sustainable value for service users and those who contract those services. Looks to reduce waste and duplication of effort.
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	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	<p>We are inclusive and accepting of difference.</p> <p>We work in highly effective teams and our people are connected across our organisation.</p> <p>We engage proactively with others to deliver outcomes.</p>
Courageous	<p>We speak up constructively in line with our convictions.</p> <p>We pursue our goals with determination.</p> <p>We are passionate about our advocacy role.</p>
Curious	<p>We are inquisitive and ask why.</p> <p>We challenge the status quo.</p> <p>We actively explore the alternatives.</p>
Open	<p>We are transparent and have genuine, honest interactions.</p> <p>We listen and hear people's voices.</p>

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.