

POSITION: Frontyard Youth Worker

REPORTS TO: Frontyard Team Leader

DATE UPDATED: September 2019

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 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 support 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 mental health, drug and alcohol, and therapeutic supports, to respond and creatively engage those young people with the most complex barriers.

JOB PURPOSE

To provide high quality intake services and care coordination to all young people presenting to Frontyard, deliver living skills programs and create a safe and welcoming space where young people can access the support they need.

JOB OBJECTIVES

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

- Provide high quality intake, triaging and initial care planning to young people presenting at Frontyard.
- Create a welcoming, client friendly and equitable space where young people can access the services they need.
- Monitor basic comfort and safety needs of all young people visiting the service.
- Assist young people to identify their support needs and develop a pathway through Frontyard.
- Provide an integrated and collaborative service that helps young people to actively create positive and sustainable pathways out of homelessness.
- Build strong relationships with other service providers and the wider community to support pathways and advocacy for disadvantaged young people.
- Develop advanced safety planning and crisis interventions to meet the needs of young people presenting with multiple and complex needs.
- Play a key role in the participation and integration of all Frontyard co-located services.
- Participate in community development initiatives including group work and youth reference groups.
- Actively promote Frontyard youth services through participation in key forums, networks and social media.
- Maintain accurate files, case notes and databases.
- Partake in ongoing professional development and supervision.
- Undertake administrative duties as required.
- Participate in 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.
- Perform other duties and responsibilities, as directed by the Team Leader 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"> • Frontyard Integrated Service teams, including MYSS, Check In, and Frontyard. • Other MCM youth service programs • Employees from the Homelessness, Justice & Family Services division
External Relationships	<ul style="list-style-type: none"> • Youth crisis accommodation and housing providers • Other youth services • Hospitals and other health services • Victoria Police

KEY SELECTION CRITERIA

Essential:

- A bachelor degree or higher in social work, youth work or a related discipline.
- Demonstrated experience working with young people who are at risk or experiencing homelessness.
- A good understanding of care coordination principles and holistic practice frameworks.
- A thorough understanding of intake, triaging and care planning systems.
- Strong ability to actively and assertively engage young people with complex needs.
- Extensive knowledge of current trends and issues impacting at risk young people and the resources available to assist them.
- The ability to respond to young people presenting with mental health and alcohol and other drug issues.
- Knowledge of trauma informed care practice.
- Knowledge of the legislative requirements when working with at risk young people.
- Excellent communication, interpersonal and problem-solving skills, encompassing verbal, written and ICT.
- An understanding of the requirements for ensuring child safety.
- Computer literacy, including proficiency in word excel and powerpoint.
- 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

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.
- All employees are subject to MCM's *Employment Safety Screening Procedure*.
- All prospective employees are subject to satisfactory completion of employment safety screening prior to their commencement. This includes: National Police check, International Police check (if required), a Victorian Working with Children Check (if applicable), checking employees' names against the Disability Worker Exclusion List (DWEL) maintained by the Disability Worker Exclusion Scheme (DWES) Unit (if applicable), a Disqualified Carer Check against the Victorian Carer Register (if applicable), and the right to work in Australia.
- Prospective incumbents who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check where it forms part of the Safety Screening requirements for DHHS funded services or NDIS Risk-Assessed roles. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Home Affairs website: <https://immi.homeaffairs.gov.au> (search 'police check').

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	Collaboration & Cooperation Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.
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	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	Challenge & Change Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.
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	<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> <p>We value and respect the autonomy of clients.</p> <p>We trust one another.</p>
Accountable	<p>We act safely in all our interactions.</p> <p>We manage within our financial and resource boundaries.</p> <p>We own our outcomes and decisions.</p> <p>We are proud of the work that we do.</p>