

POSITION: Outreach Wellbeing Case Worker
REPORTS TO: Enrolments and Engagement Manager
DATE UPDATED: November 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

Melbourne City Mission's Education Training and Transition (ETT) division supports young people and adults who experience unemployment, disengagement &/or disadvantage. The ETT division provides a continuum of programs, support and advocacy to enable young people and adults to achieve their social and economic potential, we advocate 'learning for everyone, for all of life'. Within the ETT division is The Hester Hornbrook Academy.

The Hester Hornbrook Academy is an Independent School that provides the Victorian Certificate in Applied Learning (VCAL), at the Foundation, Intermediate and Senior levels. VCAL is delivered in a flexible learning environment, with a holistic approach to wellbeing and educational goals giving students the opportunity to work on individual areas of interest, integrated projects and team activities. Our aim is to reconnect young people with education and training and empower them to use these tools to build a positive future. Our classrooms are designed to support young people who have faced barriers to learning in the past. Our model is designed to provide the best environment for the success of our young people. In doing so, each classroom has both an Educator and Youth Worker who work together to provide a positive education experience.

Our education spaces are child safe environments. We actively promote the safety and wellbeing of all students, and our staff are committed to protecting students from abuse or harm in the school environment in accordance with their legal obligations including the child safe standards.

As part of the Hester Hornbrook Academy our school provides an outreach wellbeing program which provides flexible and individualised outreach wellbeing support to assist young people who have barriers to education engagement and are not ready to engage in a classroom setting.

The outreach wellbeing program works in collaboration with both Government and Community Services to provide a positive response to education engagement.

JOB PURPOSE

This role provides a flexible and holistic approach to wellbeing engagement to young people who are enrolled in the Hester Hornbrook Academy. The Outreach Wellbeing Case Worker will be the primary support and connection point for students prior to their transition and integration into a classroom setting. This role has two key components which comprise of the day to day operations of the role. They are as follows:

Outreach Wellbeing Support

The Outreach Wellbeing Case Worker will provide individual wellbeing support to young people who have multiple and complex barriers to education engagement. This role is responsible to help young people identify these barriers to education disengagement and develop tailored plans which will enable successful education transitions.

Classroom Wellbeing Support

A key component of this role is to work closely with Hester Hornbrook Academy Educators and provide wellbeing support in classroom settings also known as workshops. The Outreach Wellbeing Case Worker Team work collaboratively together and provide this support on a rotating roster. At times this component of role may be more frequent particularly when transitions for students are occurring or when key wellbeing support is required. This component of the role provides flexible yet immediate wellbeing support for students in a classroom setting. Type here to add information specific to the main/overarching purpose of the role.

JOB OBJECTIVES

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

- In consultation with Hester Hornbrook Management staff actively follow up enrolments for eligible referrals to the Hester Hornbrook Outreach Wellbeing Program and complete the required enrolment process.
- To provide a flexible, holistic and tailored outreach wellbeing response to young people enrolled in Hester Hornbrook Academy. A key component of the program is reintegrating young people back into a classroom setting through individualised wellbeing support and workshops.
- To work alongside Hester Hornbrook Educator in classroom settings known as workshops in line with the VCAL curriculum and work collaboratively with the Educator to support educator tasks on outreach.
- To work and comply with Hester Hornbrook Academy and Melbourne City Mission's policies and procedures. Where applicable to comply with Department of Health and Human Services (DHHS) statutory requirements.
- To accurately complete and maintain all necessary records including but not limited to reports, case notes and Hester Hornbrook administrative compliance forms in accordance with funding requirements.
- To assist with promoting whole school events and excursions to students to ensure all students can be engaged in school community events.

- To promote and represent Hester Hornbrook Academy at forums, networks and local community agencies.
- To assist the Management Team in the organisation and delivery of events such as mid-year exhibition, end of year celebration and school holiday programs.
- Contribute to the development of a culturally safe environment for all Hester Hornbrook clients and team members.
- Maintain an environment that promotes the health and safety for all staff and participate in WH&S meetings 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 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"> • Staff from the Education & Training Team • Staff from Human Resources • Staff from Properties and Facilities • Staff from Hester Hornbrook Academy
External Relationships	<ul style="list-style-type: none"> • The Outreach Wellbeing Case Worker will actively liaise and network with several 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.

KEY SELECTION CRITERIA

Essential:

- A qualification or demonstrated extensive experience in Youth Work/Social Work/Community Development or similar.
- Demonstrated experience and capacity to provide effective individualised wellbeing support to young people who have complex barriers to education engagement.
- Knowledge of the issues that contribute to education and training disengagement experienced by young people.

- Demonstrated capacity to develop effective links and partnerships with local communities and community networks including schools, TAFE, Local learning and Employment Network (LLEN) community and employment agencies, and local government etc
- Knowledge of labour market programs, educational and employment pathways.
- Demonstrated ability to relate to and work with culturally and linguistically diverse communities and young people experiencing disadvantage.
- Knowledge of DHHS systems, legislation and ability to comply with DHHS standards.
- Ability to work within a team and with minimal supervision.
- Strong organisational and time management skills with the ability to prioritise tasks.
- High level of initiative and motivation with a desire to expand skills.
- An understanding of the requirements for ensuring child safety.
- Computer literacy, including proficiency in administration, data and report writing.
- 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.

Desirable:

- Knowledge and experience working within a trauma informed practice framework

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:

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	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	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 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 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.