

POSITION:	Youth Family Violence Peer Worker – Amplify
REPORTS TO:	Senior Youth Family Violence Practitioner – Amplify
LOCATED:	Melbourne CBD
DATE UPDATED:	April 2024

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 Homelessness & Family Services division supports people experiencing, or at risk of homelessness, 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 & Family Services division consists of four conceptual domains:

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

On any given night 6,000 young Victorians are spending the night without the comfort or safety of their own home, according to the 2016 Census. Young people have distinctive experiences and pathways into homelessness, including having limited coping strategies and resources as well as being at high risk of further trauma.

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 integrated model includes a suite of primary and allied health, specialist housing, assertive outreach, therapeutic supports, early intervention & prevention services, legal, education and employment. Additionally, Frontyard's 18 bed crisis accommodation, Circuit Breaker, 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 to sustainable housing options.

JOB PURPOSE

The first of its kind in Australia, Amplify will build and deliver a dedicated family violence response for young people in their own right, addressing a systemic gap that has led to young people escaping violence on their own and surviving through a range of often unseen and unsafe means. The Amplify pilot will provide youth specific family violence case management for young people aged 15-19 with complex family violence risk that cannot be managed within specialist family violence services or child and family services. The Amplify pilot has been shaped by the lived experiences and insights of young victim-survivors of family violence and has risen from the Amplify Project: Turning up the Volume on Young People and Family Violence.

This work will ensure that a young person presenting to Frontyard due to family violence is recognised as a victim-survivor in their own right, and that individual experiences and understandings of family violence (intimate partner violence, sibling violence, parent/carer guardian violence and adolescent using violence), will look different in a youth context.

Using your lived experience of the family violence system to shape and inform your practice, the Youth Family Violence Peer Worker will work collaboratively with the team to guide and support young people to feel safe, identify family violence, and advocate and engage within and to the family violence and other service systems.

The role will also support the development and inform best practice of the Amplify pilot project, as well as contribute to better outcomes for all young people presenting to Frontyard by using their unique and individual knowledge and lived experience to build better practice, innovation and capability.

As part of this pilot, a youth specific family violence response will be delivered that brings together a family violence-informed and safety framework and age specific risk factors, and that understands and promotes the agency and rights of the young victim-survivor. This includes a response in which young people have their thoughts and perceptions of safety respected but where the use of specialist family violence risk assessment can moderate, manage, or inform that risk; and a service that sees the young person as a victim survivor in their own right.

JOB OBJECTIVES

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

- Provide education and capacity building from a lived experience perspective with young victim-survivors using the Amplify pilot program.
- Provide peer support to young victim-survivors using the Amplify pilot program based in your lived

experience of the family violence system as a young person

- Provide education, advocacy and capacity building from a lived experience perspective to increase the capacity of the organisation to better respond to the needs of young people.
- Contribute to an environment that will disrupt disadvantage for young people through utilising a healing- oriented practice model that proactively responds to young people who have experienced family violence.
- Work with Frontyard Leadership and Frontyard staffing group to contribute to a positive workplace culture that ensure employees work cohesively to reach common goals, and in a way that enhances and builds upon the integrated model and systems.
- Participate in advocacy around collective issues at an organisational, community and/or leadership level.
- Maintain regular reporting, accurate files, case notes and databases using relevant platforms and systems.
- Participate in meetings, debriefing, supervision, training, and forums.
- Ensure services are delivered within the framework of MCM's policies and procedures, practice framework, 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 – Intensive Youth Support 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 • Key MCM referral partners and other MCM youth services
External Relationships	<ul style="list-style-type: none"> • A range of Victorian family violence services (eg. The Orange Door, Safe Steps) • A range of Victorian youth service providers and systems (Victoria Police, Child Protection, AOD, Mental and General Health)

KEY SELECTION CRITERIA

Essential:

- A relevant qualification in peer work, youth work, community development or similar and/or experience in family violence peer work
- A lived experience of family violence services, preferably as a young person and in Victoria
- Ability to use own life experience to provide support to young people and build their hope for the future

- An understanding of the key issues affecting people with multiple and complex needs including mental ill health, homelessness, disabilities, alcohol and other drug issues, health and safety issues and social connection
- A strong commitment to recovery-based practice
- Knowledge of homelessness and other community services for young people
- Willingness to undergo professional development and training to support your role
- An understanding of the requirements for ensuring child safety
- *Provide First Aid* certificate (formerly First Aid Level 2).
- Computer literacy, including proficiency in using databases and client management systems.
- Commitment to punctuality and attendance to the service.
- Implement strategies to maintain personal wellness and request support (as required).
- 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.
- Minimum three (3) COVID vaccinations
- A strong understanding of own self-care requirements and an ability to implement strategies to maintain personal wellness and request support as required. This role will include hearing about and talking about family violence with regularity. This role also includes regularly working in unstructured environments and having unstructured interactions and conversations with people displaying verbal or physically challenging behaviours and emotions.

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 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	<p>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.</p>
PARTNERSHIPS	<p>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.</p>
REPUTATION	<p>Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.</p>
REPUTATION	<p>Disrupting Disadvantage Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.</p>
PEOPLE	<p>Wins Hearts & Minds Contributes to an environment where people want do their best work, and show commitment to the One MCM Purpose and Philosophy.</p>
PEOPLE	<p>Challenge & Change Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.</p>
PEOPLE	<p>Safety First Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.</p>

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> <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>