

POSITION: Youth Refuge Worker
REPORTS TO: Team Leader
DATE CREATED: Jan 2022

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. 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 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

This role sits within the Homelessness, Justice & Family division and plays a key role in supporting the daily operations of the Youth Refuges. The Homelessness, Justice & Family division consists of four conceptual domains:

- Intensive Youth Support
- Supported Accommodation and Justice
- Youth and Family
- Youth Refuge

Melbourne City Mission Youth Refuges

Melbourne City Mission Youth Refuges aim to provide safe, secure short-term accommodation for young people 16 – 24 years of age experiencing homelessness, and assist them in moving toward independent living. The service provides accommodation, support, counselling, information and assistance to young people based on their needs (e.g. Centrelink, health and legal services) and support in finding suitable accommodation options.

The Refuge programs work within a strength-based framework, and focus on assisting young people to build their existing skills and develop their own capabilities. Referrals are accepted under the Opening Doors Framework from Homelessness Access Points.

Melbourne City Mission operates four Youth Refuges situated in the North West and North East of Melbourne:

- Iramoo Youth Refuge will be located in a brand new purpose built facility in Werribee, a growth corridor that is seeing a steady increase in young people experiencing homelessness. It is a cluster model with large program rooms to be able to run therapeutic and living skills programs. The Refuge will accommodate 8 young people and 2 families.
- Western Region Accommodation Program (WRAP) Youth Refuge is located in Sunshine and is a cluster model refuge that can accommodate 2 single males, 2 single females in shared spaces, and has 2 family units.
- Stopover Youth Refuge is situated in North Fitzroy and can accommodate 9 young people.
- Vicky's Place Youth Refuge accommodates up to 8 young women and their children in Rosanna. This is a secure address.

Melbourne City Mission Refuges also work in conjunction with the North West Outreach team based at the WRAP Youth Refuge. This team provides early intervention, post refuge support and community development activities within an outreach capacity.

The Youth Refuge Worker provides structured support to young people who are accommodated at the Refuge in accordance with DHHS and MCM guidelines, and offers support to residents in finding appropriate accommodation and support services suitable to needs. Workers shall maintain an environment that promotes the health and safety of all residents and staff; fulfil the record keeping, data and other administrative functions of the service; and assist the general day to day running of the refuge.

The appointee will be expected to commit to Melbourne City Mission's Mission, Vision and Values and align their work to the organisation's strategic objectives.

JOB OBJECTIVES

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

WITH THE SERVICE USERS

- Provide structured support, assessment and referral to young people and their children.
- Provide information to young people to assist them to understand themselves, issues impacting on their homelessness, their rights and the services and supports available to assist them.
- Provide assistance to access appropriate accommodation options particularly youth housing, family reconciliation, private rental and public housing.
- Provide assistance to access appropriate specialist support services.
- Develop independent living skills to maintain independent or family housing.
- Respond to the crisis needs of young people as they arise.
- Respond appropriately to young people presenting with difficult and challenging behaviours.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.

WITHIN THE SERVICE

- Attend regular team meetings, and supervision with the Team Leader (as requested).
- Maintain accurate data, information, record keeping and filing systems.
- Maintain an environment that ensures the health and safety of all residents and staff.
- Undertake reasonable domestic tasks including cooking, cleaning and shopping as required.
- Perform other duties and responsibilities, as directed by the Team Leader or delegate.

IN THE COMMUNITY

- Liaise and work cooperatively with housing and other human service agencies within the region to provide homeless young people an appropriate support service.
- Provide offsite work with clients as required.

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:

Accountability

This position is accountable to Team Leader.

This position may have relationships with employees from a range of Melbourne City Mission program areas, dependant on the needs of the people they are supporting. Some examples may include:

Internal Relationships

- Employees from the other Youth Refuge programs
- Employees from the Homeless and Justice division
- Employees from Corporate Services

External Relationships

This position will actively liaise and network with a number of 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:

- Tertiary qualifications in Social Work, Youth Work, or related community services field (Certificate IV with demonstrated experience minimum).
- A clear understanding of working within a case management framework including client assessment and intake processes.
- Strong ability to actively and assertively engage young people with complex needs, particularly in a residential environment.
- An understanding of the homelessness service system with knowledge of patterns, trends and systemic issues, and principles in working with at risk young people.
- Knowledge of local and regional human service networks and service providers.
- Demonstrated ability to work autonomously and as part of a team.
- Excellent communication and problem solving skills encompassing interpersonal, verbal and written, and negotiation skills.
- Strong organisational, time management and computer skills.
- Availability to work shift work including weekends and sleepover shifts.
- Internet-enabled device for Time & Attendance when working offsite.
- Current Victorian driver's licence
- As part of Melbourne City Mission's recruitment and selection process, applicants will be required to undergo a pre-employment safety screening checks process. Successful appointment to a position will be subject to, 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

- Experience working with young people experiencing homelessness.
- Knowledge of coaching, attachment and/or trauma informed practice.

OCCUPATIONAL HEALTH & SAFETY REQUIREMENTS

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.

LEADERSHIP CAPABILITY

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

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	<p>Collaboration & Cooperation</p> <p>Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.</p>
REPUTATION	<p>Credibility & Integrity</p> <p>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>Outcomes Focused</p> <p>Delivers measurable results. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.</p>
REPUTATION	<p>Disrupting Disadvantage</p> <p>Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.</p>

REPUTATION **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.