

**POSITION:** Psychosocial Support Coordinator  
**REPORTS TO:** Manager – Clinical & Therapeutic Services  
**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 Missions flagship integrated youth service, Frontyard, is a specialist youth service that provides a range of multidisciplinary services and programs to meet the holistic needs of young people, with a primary focus on young people at risk or experiencing homelessness.

Frontyard services aim to support young people to meet their physical, emotional and social needs and to develop pathways out of homelessness and disadvantage. Frontyard's programs include early intervention, crisis housing and support, primary and preventative health care, wellbeing and living skills, brokerage and sector development, legal assistance, income support, education, employment and training programs.

The Inner Melbourne Connections Program (IMCP) is a newly established pilot program and partnership between cohealth and Melbourne City Mission providing psychosocial disability and health supports to people who are significantly affected by mental health issues and experiences of homelessness and who may, or may not, not eligible for support through the NDIS.

#### **JOB PURPOSE**

The Psychosocial Support Coordinator will provide a service that aims to enhance the quality of life, build life skills and ensure access to both community mental health and broader health and community services is established and maintained.

The Inner Melbourne Connections Program at Frontyard will provide onsite supports and some assertive outreach activities to identify and engage potential clients.

The role focuses on client service delivery through facilitative and direct care engagement underpinned by the principles of trauma informed care, strengths-based practice and culturally appropriate care.

This role will employ a flexible, individualised approach, working in consultation with clients to identify needs and develop a range of client directed goals.

Care plans and packages developed will promote a community based recovery model that underpin all

mental health and community support services delivered to people experiencing severe and persistent mental illness with complex needs.

## JOB OBJECTIVES

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

- Provide psychosocial support that is youth-focused, developmentally informed, recovery oriented and collaborative in its approach to supporting the mental health and wellbeing of young people experiencing homelessness.
- Work collaboratively with clients and the IMCP team to conduct comprehensive assessments to identifying psychosocial needs and goals of young people
- Develop and implement client-directed, strengths based individual client care plans that promote engagement across supports and services
- Provide individual and group interventions for young people and their communities to enhance recovery and social inclusion
- Monitor individual client care plans and contribute to case review activities including regular daily handover meetings, team meetings and line management supervision.
- Participate in interagency activities including outreach to young people experiencing homelessness
- Support the design, development, facilitation and evaluation on interventions including groups.
- Engage in community education that improves the health literacy of people who access the service.
- Conduct risk assessments and manage risks responsibly and in line with program policy
- Work effectively within a multidisciplinary team and employ a collaborative approach to client care
- Participate in meetings, debriefing, supervision, training, and forums.
- An understanding of the requirements for ensuring child safety.
- 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:

<b>Internal Relationships</b>	<ul style="list-style-type: none"> <li>• Staff from the H&amp;J Division Team</li> <li>• Staff from MCM's shared services teams (HR, OD, Property, ITC etc)</li> <li>• Senior Management team across MCM</li> <li>• MCM Government Liaison Manager</li> <li>• MCM's fundraising and communications team.</li> </ul>
<b>External Relationships</b>	<ul style="list-style-type: none"> <li>• The North West Melbourne Primary Health Network (NWMPHN)</li> <li>• Cohealth</li> </ul>

## KEY SELECTION CRITERIA

### Essential:

- A relevant tertiary qualification or equivalent experience in the housing, mental health, disability or welfare sectors.
- A sound understanding of the key issues affecting people with multiple and complex needs including mental illness, homelessness, alcohol and other drug issues, health and safety issues and social connections.
- An understanding of trauma informed practice and the necessary engagement skills to develop interventions with young people with multiple and complex needs.
- Strong interpersonal skills with demonstrated experience in client capacity building and community engagement to promote sustainable psychosocial connections.
- Analytical thinking and problem solving skills with the ability to positively contribute to the implementation, evaluation and improvement of a new program within the partnership of cohealth and MCM characterised by respect, enthusiasm and commitment.
- Excellent interpersonal, communication and negotiation skills, and the ability to work collaboratively in high demand environments.
- An understanding of the requirements for ensuring child safety.
- Computer literacy including ability to use relevant information technology, electronic recording systems and data management tools.
- 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.
- 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
<b>PARTNERSHIPS</b>	<p><b>Customer Focused</b> 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>
<b>PARTNERSHIPS</b>	<p><b>Collaboration &amp; Cooperation</b> Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.</p>
<b>PARTNERSHIPS</b>	<p><b>Credibility &amp; Integrity</b> 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>
<b>REPUTATION</b>	<p><b>Provable Results</b> Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.</p>
<b>REPUTATION</b>	<p><b>Doing Our Best</b> Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.</p>
<b>PEOPLE</b>	<p><b>Resilience &amp; Bounce Back</b> Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.</p>

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**PEOPLE**      **Builds Capability & Realises Potential**  
Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.

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**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.

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## 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.

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**Courageous**      We speak up constructively in line with our convictions.  
We pursue our goals with determination.  
We are passionate about our advocacy role.

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**Curious**      We are inquisitive and ask why.  
We challenge the status quo.  
We actively explore the alternatives.

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**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.

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**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.