

POSITION: Intensive Case Manager
REPORTS TO: Team Leader – Intensive Support Team
DATE UPDATED: July 2020

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 hours per day, 7 days per week 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

Intensive Case Managers provide high quality intensive case management services to young people presenting to Frontyard who are aged 16-24 and experiencing homelessness. Young people will be provided intensive and holistic support to achieve housing stability and broader goals. This includes the provision of case management services to young people staying in the Frontyard Accommodation program and support to them once they have exited the accommodation. Intensive Case Managers are also responsible for the delivery of *Frontyard's Mobile Street Based Outreach Program*.

JOB OBJECTIVES

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

- Effectively manage a case load of young people through a healing-oriented framework. Utilising creative and innovative pathways to disrupt disadvantage and create pathways out of homelessness.
- Develop advanced case planning and crisis interventions to meet the needs of young people presenting with multiple and complex needs, including risk assessments and safety plans.
- Provide assertive street outreach and case management to young people rough sleeping in Melbourne's CBD.
- Assist young people to access ongoing accommodation options, particularly supported accommodation, family reconciliation, private rental, shared housing and social or transitional housing in accordance with the case plan.
- Facilitate access to specialist support services, including health, mental health, AOD and therapeutic interventions both within Frontyard and through external services in accordance with the case plan.
- Maintain an up to date knowledge of Frontyard programs and relevant external service providers to ensure an integrated service response to young people.
- Implement case plan meetings and participate in service coordination.
- Deliver high quality intake, assessment and referral processes.
- Identify pathways out of the homelessness service system.
- Utilise secondary consult and on-call services for assistance with complex clients.
- Participate in meetings, debriefing, supervision, training, and forums. This may involve flexibility to attend outside usual working hours, as agreed with the Team Leader.
- Maintain accurate files, case notes and databases using relevant platforms and systems.
- Undertake administrative duties as required.
- Ensure services are delivered within the framework of MCM's policies and procedures, 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 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:

- Frontyard Integrated Service teams, including MYSS, Check In, and Frontyard.
- Internal Relationships**
 - Youth Refuge teams
 - Employees from the Homelessness, Justice & Family Services division
 - NDIS teams
 - Youth crisis accommodation and housing providers
- External Relationships**
 - Other youth services
 - Hospitals and other health services
 - Victoria Police

KEY SELECTION CRITERIA

Essential:

- A bachelor qualification in youth work/social work or a related tertiary qualification or extensive experience working in the community services sector.
- Demonstrated experience working within a case management framework.
- Understanding of mobile, street based and assertive outreach support and interventions.
- Understanding or experience working with young people at risk or experiencing homelessness, including knowledge of healing-oriented approaches.
- Strong passion for working with young people and ability to actively and assertively engage young people with complex needs.
- An extensive understanding of the homelessness service system with knowledge of patterns, trends, systemic issues and principles in working with at risk young people.
- Knowledge of the legislative requirements when working with at risk young people.
- An understanding of the requirements for ensuring child safety.
- Excellent communication and problem-solving skills encompassing interpersonal, verbal and written, and negotiation skills.
- *Provide First Aid* certificate (formerly First Aid Level 2).
- An understanding of the requirements for ensuring child safety.
- Strong organisational, time management and computer skills.
- Availability to work a 7-day rotating roster including weekends and after business hours shifts.
- 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.

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	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.
REPUTATION	Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.
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	Builds Capability & Realises Potential Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.
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	<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>