

**POSITION:** Program Co-ordinator  
**REPORTS TO:** Team Leader Community Development and Youth Participation  
**DATE CREATED:** March 2021

## 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 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 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 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.

Frontyard's program opportunities focus on three key themes:

**Tools and Skills for Life:** focusing on assisting young people to develop or build upon current skills to enable them to have the resources necessary to reach their goals and acquire and sustain long term housing. **Health and Wellbeing:** focuses on the ability to maintain positive health, both mind and body. **Recreation, Sport and Hobbies:** providing new experiences or re-connecting to something the young person loved doing in the past. This theme focuses on building a young person's ability to connect with new or previous interests, new social groups and activities that engage the mind and body.

## JOB PURPOSE

To create, source, facilitate and review a suite of programs within Frontyard, principally in the accommodation program, providing a variety of experiences and learning opportunities for young people.

The role will oversee programs that aim to :

- Improve overall health and wellbeing
- Create new opportunities and learning
- Build communication and social skills
- Identify and build on personal strengths, preferences and aspirations
- Identify and build community and social connections
- Making choices about learning opportunities
- Promoting self-care, mutual support and responsibility

You will achieve this through ensuring that the programs cover the Frontyard identified life domains including housing, education, employment and training, living skills, finances, social, diversity, significant relationships, legal, health, psychosocial health and wellbeing, alcohol and other drugs and safety.

## JOB OBJECTIVES

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

- Proactively engage with young people to develop a consistent and predictable timetable of programs that meets their goals and provides new opportunities.
- Development and facilitation or co-facilitation of programs/sessions targeting young people experiencing homelessness, both at Frontyard and across the broader metropolitan region.
- Experience in promoting a collaborative learning approach; creating practical, interactive and creative activities, with young people being able to reflect on their own experiences, creating opportunity for discussions in the group and the probability of peer learning.
- Sourcing and collaboratively working with internal and external providers to create a broad depth of program offerings to young people accessing Frontyard.
- Contribution to the evaluation and reporting requirements of the program.
- Effective planning and prioritising of workload.
- Participation in continuous quality improvement processes including facilitating and responding to feedback from young people and other stakeholders.

- Maintain accurate files, case notes and databases, using the relevant platforms and systems for the service.
- Collate information and prepare reports relating to program delivery and support Frontyard in publishing and promoting the role of programs in supporting a young persons autonomy and growth.
- Participate in meetings, debriefing, supervision, training, and forums. This may involve flexibility to attend outside usual working hours, as agreed with the Team Leader.
- 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, Operations 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>• Frontyard Integrated Service teams, including Case management team, Check In, and Frontyard.</li> <li>• Other internal programs of MCM – including Creating Connections, Foyers, Hester Hornbook Academy and Youth Refuges</li> </ul>
<b>External Relationships</b>	<ul style="list-style-type: none"> <li>• Other Youth Services</li> <li>• Facilitators or funders of program activities relevant to young people</li> </ul>

## KEY SELECTION CRITERIA

### Essential:

- Tertiary qualifications in youth work, community development or social work or related qualification or extensive community sector experience.
- Demonstrated experience and expertise in the development and delivery of group work programs with young people
- Demonstrated ability to create, source and implement innovative programs to disrupt the cycle of disadvantage by young people experiencing homelessness.
- Strong passion for working with young people and ability to actively and assertively engage young people with complex needs to ensure their participation in programs.
- Knowledge of the legislative requirements when working with young people.
- Excellent communication and problem-solving skills encompassing interpersonal, verbal and written, and negotiation skills.

- Strong organisational, time management and computer skills.
- Ability to work outside of business hours
- 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:**

- Understanding or experience working with young people experiencing homelessness, including knowledge of trauma informed or healing oriented approaches.
- Strong ability to actively and assertively engage young people with complex needs, particularly in an accommodation environment.

## 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.
- All employees are subject to MCM's Employment Safety Screening Procedure.

## 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>Influence &amp; Persuasion</b> 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>
<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>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>Disrupting Disadvantage</b> Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.</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>

<b>PEOPLE</b>	<b>Wins Hearts &amp; Minds</b> Contributes to an environment where people want to do their best work, and show commitment to the One MCM Purpose and Philosophy.
<b>PEOPLE</b>	<b>Builds Capability &amp; Realises Potential</b> Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.
<b>PEOPLE</b>	<b>Challenge &amp; Change</b> Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.
<b>PEOPLE</b>	<b>Safety First</b> 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:

<b>Together</b>	<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>
<b>Courageous</b>	<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>
<b>Curious</b>	<p>We are inquisitive and ask why.</p> <p>We challenge the status quo.</p> <p>We actively explore the alternatives.</p>
<b>Open</b>	<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>
<b>Accountable</b>	<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>