

**POSITION:** Senior Clinician / Practitioner – Frontyard Services  
**REPORTS TO:** Operations Manager Frontyard Services  
**LOCATED:** Melbourne CBD  
**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 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.

**The Frontyard Mental Health Program Check In, provides recovery – orientated mental health triage and assessment, therapeutic interventions, case management, and support to young people who display psychological distress and may present with challenging, at risk and suicidal behaviours. The Check In mental health team provide services to young people 12-25 experiencing homelessness who do not currently meet criteria for specialist mental health services.**

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 24/7 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.

## JOB PURPOSE

**The Senior Practitioner is a member of the Frontyard Senior Leadership Team. The role is a strategic role responsible for the development and/or implementation of systems to ensure high quality, coordinated service delivery across all areas of Frontyard Youth Services. I don't think we need to add this. I would suggest that this role is not part of the senior leadership team.**

The role works closely with the Frontyard Services Extended Leadership Team to lead the coordination, training and development of the Frontyard team in best practice planning, case management and goal setting for young people experiencing homelessness. The role works collaboratively with Leaders to ensure their teams are well trained and embrace the integrated services model.

**To supervise a team of clinicians to bridge the gap between the homelessness and Mental health service system and provide recovery- orientated mental health triage and assessment, therapeutic intervention, case management and support to young people who display psychological distress and may present with challenging, at risk and suicidal behaviours.**

## JOB OBJECTIVES

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

### Organisation Capability

- Provide Centre of Expertise on trauma-informed person-centred care in accordance with all relevant guidelines, policies, procedures, legislative requirements and professional standards.
- **Provide oversight and on occasion high quality clinical mental health assessments, and discipline specific therapeutic treatments that are youth focused, developmentally informed, recovery orientated and trauma informed in approach for young people accessing Frontyard Youth Services**
- Custodian of the consistent implementation of all standards and processes including but not limited to:
  - Initial Assessment Processes, Intensive Support, Case Management, Trauma Informed Care Model, Frontyard Accommodation Young Person Assessment and Induction Model. **Mark I don't really understand what this means in practice.**
- **Provide advocacy and service navigation and support to access specialist mental health services for young people identified to be experiencing acute mental health issues as well as supporting Frontyard staff to build their capacity in this area.**
- Deliver and/or source training providers or guest speakers for the delivery of training to the Frontyard team in identified competency gaps, new techniques, changes in compliance requirements or new and/or innovative programs. **Including complex trauma and youth related mental health issues within the context of homelessness.**

### Support Coordination

- Lead and facilitate the twice weekly case review meeting. Allocate and report on coordinated support actions across Intensive Support, Check In and Accommodation teams. Monitor agreed actions to ensure they are completed within the agreed timeframe and escalate high risk / concerns to Senior Leadership Team (SLT) where intervention is required. Maintain regular reporting, accurate files, case notes and databases using relevant platforms and systems.
- Ensure that the young person's voice, choice and wishes have primacy.
- **Co-ordinate weekly/fortnightly Integrated planning meetings to ensure care plans and safety and support plans are being reviewed regularly and actions are completed by specified times.**
- **Provide supervision to all Check-In clinicians that align with MCM supervision framework.**

### Service Delivery

- Provide quality review (weekly sample case) on the development of goal focused and strengths based advanced case planning and crisis interventions to meet the needs of young people with multiple and complex needs.
- **Provide supervision and secondary consultation to employees at Fontyard working in clinical and therapeutic roles and ensure that interventions are delivered in collaboration with the integrated services of Frontyard Youth Services.**
- Develop and maintain strong working relationships with a wide range of services essential to providing whole of person care to young people in crisis.

### Organisation

- Participate in presentations and public speaking, where required and approved.
- **Ensure service specific guidelines and funding agreements are adhered to and compliance is achieved. Including regular reporting.**
- Participate in, and facilitate, meetings, debriefing, supervision, training, and forums as required.
- Ensure delivery of training, development and best practice opportunities are delivered within the designated Senior Practitioner budget.
- 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 **Operations** Manager Frontyard Services

## **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
  - Youth Refuge teams
  - Employees from the Homelessness, Justice & Family Services division
  - MCM Human Resources & Learning and Development Team
  - A range of Victorian youth accommodation and service providers
  - City of Melbourne
  - Child Protection
  - Victoria Police
  - Industry Training Providers
  - Orygen Youth Mental
  - Area mental health services
- Internal Relationships**
- External Relationships**

## KEY SELECTION CRITERIA

### Essential:

- Bachelor qualification in human services or an allied health discipline, including social work, psychology and counselling, with membership with the appropriate professional body.
- Significant experience managing and supporting staff providing case management support for people with multiple and complex needs
- A comprehensive understanding of practice approaches when working with young people who are at risk or experiencing homelessness, with an in depth understanding of the factors that lead to homelessness.
- A comprehensive understanding of trauma informed practice and the necessary clinical skills to engage young people with multiple and complex needs.
- A thorough understanding of Victoria's Mental Health Act 2014.
- Demonstrated experience in coordinating support and developing case management plans, and an understanding of mental health and safety plans.
- A clear comprehension of risk assessment and risk management procedures.
- An understanding of the requirements for ensuring child safety.
- Ability to manage competing priorities across teams, influence and negotiate.
- Excellent interpersonal, verbal & written communication, including public speaking, presentation and report writing.
- Ability to use relevant information technology, electronic recording systems and data management tools.
- *Provide First Aid* certificate (formerly First Aid Level 2).
- Satisfactory completion of safety screening checks including, but not limited to, the following checks: National (and International if applicable) Police Check, professional registration, 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.
- Internet-enabled device for Time & Attendance when working offsite.

**Desirable:**

- Demonstrated experience working with young people in a mental health setting.

**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 FRAMEWORK**

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

| KEY AREA            | BEHAVIOURAL CAPABILITIES  |
|---------------------|---|
| <b>PARTNERSHIPS</b> | <b>Customer Focused</b><br>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.                           |
| <b>PARTNERSHIPS</b> | <b>Credibility &amp; Integrity</b><br>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. |
| <b>REPUTATION</b>   | <b>Provable Results</b><br>Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.   |
| <b>REPUTATION</b>   | <b>Disrupting Disadvantage</b><br>Promotes fairness and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.  |
| <b>PEOPLE</b>       | <b>Resilience &amp; Bounce Back</b><br>Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to setbacks and disappointments.                                    |
| <b>PEOPLE</b>       | <b>Builds Capability &amp; Realises Potential</b><br>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><br>Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.  |

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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.