

POSITION: Frontyard Youth Worker – Initial Assessment and Planning
REPORTS TO: Team Leader – Frontyard Youth Support Service
DATE UPDATED: August 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 24/7 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

Frontyard Youth Support Service is one of the many integrated services located at Frontyard. Frontyard Youth Support Service provides high quality intake services and care coordination to all young people presenting to Frontyard, creating a safe and welcoming space where young people can access the support they need. This includes completing assessments for young people requiring assistance from the Homelessness Service System. Frontyard Youth Support provides initial assessment and planning and supported referrals into housing and other support related programs. Frontyard Youth Support is complimented by an Intensive Support Work program that delivers short-term intensive case-management for young people with multiple and complex needs.

This role sits within Melbourne City Mission's Homelessness and Justice Division and plays a key role in supporting the initial intake, assessment and planning systems within the Frontyard Integrated Model.

JOB PURPOSE

To provide high quality intake services and care coordination to all young people presenting to Frontyard, creating a safe and welcoming space where young people can access the support they need. This will include completing initial assessment and planning, delivering living skills programs and interim support to all young people presenting to Frontyard who are homeless and require holistic support to achieve their goals.

JOB OBJECTIVES

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

- Support the intake space by creating a welcoming, client friendly and equitable space
- Monitor, assess and proactively respond, ensuring safety and comfort of all young people visiting the service.
- Assist young people to identify their support needs and develop a pathway through the Frontyard Integrated Model.
- Provide high quality initial assessment and planning services to young people presenting at Frontyard who are experiencing homelessness.
- Actively engage early intervention strategies to reconcile young people with their community of origin.
- Create an interim response plan with young people to enable a positive and sustainable pathway out of homelessness.
- Work within budgets to create innovative pathways out of homelessness
- Develop advanced safety planning and crisis interventions to meet the needs of young people presenting with multiple and complex needs.
- Build strong relationships with other service providers and the wider community to support pathways and advocacy for disadvantaged young people.
- Identify pathways out of the homelessness service system.
- Coordinate supported referrals utilising Frontyard's integrated services, Specialist Homelessness Services and other support related programs.
- Deliver project work and community development programs.
- Actively promote Frontyard youth services through participation in key forums, networks and social media.
- Utilise secondary consult and on-call services for assistance with complex clients.
- Participate in meetings, debriefing, supervision, training, and forums

- Maintain accurate files, case notes and databases.
- Undertake administrative duties as required.
- Participate in meetings, debriefing, supervision, training, and forums.
- 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 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:

Internal Relationships	<ul style="list-style-type: none"> • The position is accountable to Team Leader with Senior Worker responsible for daily operations. • Frontyard integrated services and co-located/visiting service providers
External Relationships	<ul style="list-style-type: none"> • Frontyard Youth Support Service staff will actively liaise and network with many external service providers, organisations and stakeholders across Victoria, with the view to providing the most appropriate and effective services and supports to young people.

KEY SELECTION CRITERIA

Essential:

- A tertiary level degree in Youth Work, Social Work, or a related discipline or extensive experience working in the community services sector.
- A thorough understanding of intake, assessment and care planning.
- Strong ability to actively and assertively engage young people with complex needs.
- Demonstrated experience actively engaging with young people who are experiencing homelessness or present with multiple and complex needs including mental health and/or alcohol or other drug issues.
- Extensive knowledge of the youth homelessness sector and service providers
- Strong ability to actively and assertively engage young people with complex needs.
- Extensive knowledge of current trends and issues impacting at risk young people and the resources available to assist them.
- Knowledge of healing-oriented practice.
- Knowledge of the legislative requirements when working with at risk young people.
- Excellent communication, interpersonal and problem-solving skills, encompassing verbal, written and ICT.
- An understanding of the requirements for ensuring child safety.

- 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
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 **Collaboration & Cooperation**
Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.

PARTNERSHIPS **Resolves Disagreements**
Addresses and resolves conflict constructively. Defuses dispute to achieve mutually beneficial outcomes for all parties.

REPUTATION **Disrupting Disadvantage**
Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.

REPUTATION **Doing the Right Thing**
Manages resources wisely to deliver sustainable value for service users and those who contract those services. Looks to reduce waste and duplication of effort.

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 **Challenge & Change**
Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.

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.