

POSITION: Therapeutic Practitioner – Youth Housing Initiative
REPORTS TO: YHI Operations Manager
DATE CREATED: November 2025
LOCATION: Primarily the Wyndham Area, and other Western Melbourne Metro

ORGANISATIONAL ENVIRONMENT

MCM (Melbourne City Mission) is a leading community services organisation that innovatively works alongside thousands of Victorians and their communities to overcome barriers experienced through Homelessness, Early Years, Disability, Palliative care, Early Childhood Intervention Services and Education.

With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage.

Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way.

JOB CONTEXT

The Youth Housing Initiative (YHI) is an innovative four-year pilot program based predominantly in the Wyndham area that seeks to fill a specific gap by providing longer term housing and integrated support, for young people with medium to high needs.

There are three key elements that create the foundation of the program;

* Longer term housing, with a housing first approach, we are implementing a program that is evidenced based and understands that when a person has access to stable housing, they are able to improve their wellbeing, build their capacity and move towards their goals.

* Case management and coaching support which aims to provide young people with the necessary skills to increase their independence and develop robust and dynamic lasting connections to community that assist them with the transition to the next stage in their life.

* Therapeutic and Peer Support which aims to build capacity, relationships, create space for healing, and assist young people to connect to specialised mental health services.

JOB PURPOSE

The Therapeutic Practitioner is responsible for delivering evidence based therapeutic interventions to young people (18-26 years old) who have experienced homelessness and present with complex needs. This role supports their mental, emotional and physical wellbeing. The role involves assessing young people needs, developing and implementing individualised treatment plans and collaborating with multi-disciplinary team to achieve positive outcomes.

JOB OBJECTIVES

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

- Deliver evidence based therapeutic interventions to young people (18-26 years old) using trauma focused counselling and other appropriate strategies. Provide services in both office based and outreach-based settings, adapting approaches to meet individual client needs.
- Provide clinical support and secondary consult to Key Workers and other staff (when applicable).
- Act as a subject matter expert in therapeutic practice within the program.
- Develop effective working relationships with young people and collaborate with their care teams. Assess needs, support goal setting, develop strategies and build skills to promote independence.
- Assist in creating and facilitating training for YHI staff to strengthen mental health knowledge.
- Actively contribute to a dynamic, cohesive and multi-disciplinary team through participation in meetings, clinical supervision, reflective practice and staff development activities.
- Promote a healing-orientated practice model to support young people who have experienced adverse experiences.
- Support young people to build new networks and access specialised mental health and support services.
- Lead and maintain strong connections with public, private, non-government and volunteer services in the local area.
- Ensure treatment plans, assessments, reports and other documentation are completed accurately and in a timely manner.
- Undertake ongoing training and professional development to maintain current knowledge and skills.
- Perform additional duties and responsibilities, as directed by their line manager, to support the operational and strategies objectives of the service.

POSITION AUTHORITIES

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| Direct reports: | NIL |
| Indirect reports: | NIL |
| Operating expenditure: | As per delegations of authority |
| Capital expenditure: | As per delegations of authority |
| Other: | Not Applicable |

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:

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| Internal Relationships | • Employees from YHI and MCM Housing |
| | • Employees from other programs from MCM or Hester Hornbrook Academy |

- Mental Health Service Providers
- External Relationships** • Alcohol and Other Drugs (AOD) Service Providers
- Other community-based organisations

KEY SELECTION CRITERIA

Essential:

- Bachelor level or higher in Social Work, Counselling, Psychology or a related field.
- Membership with the relevant discipline specific professional association.
- Minimum 3 year's experience working young people with complex mental health and support needs.
- Knowledge of policies and best practice related to youth mental health.
- Demonstrated experience engaging young people with complex needs in a supportive and assertive manner.
- Understanding or experience working with young people at risk of experiencing homelessness, including trauma informed, healing-oriented approaches.
- Knowledge of the impact of abuse and trauma on development, and ability to provide individualised, developmentally appropriate care.
- Ability to exercise judgement and initiative when procedures are not clearly defined.
- Strong planning, coordination and report writing skills, with the ability to liaise effectively with other stakeholder.
- Capacity to work effectively independently and as part of a multidisciplinary team, demonstrate accountability and responsiveness to direction.
- Ability to conduct work in the community including solo outreach, using MCM fleet vehicles to meet clients at their homes or other community environments.
- Ensure services are delivered within the framework of MCM's policies and procedures, practice framework, legislative requirements and meet the relevant standards. All employees are required to comply with Child Safe Standards.
- Computer literacy, including proficiency in Microsoft Office and client databases.
- 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.

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Child Safety & Safety of Vulnerable People

MCM is a Child Safe Organisation. 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.

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 people who use our services 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 people who use our services who may be affected by your acts or omissions in the workplace.

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 |
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| PARTNERSHIPS | <p>People at the Centre We do our best work when we understand the people we serve and enable them to direct their own lives, demonstrating unconditional positive regard. We partner with others to provide access to what they need locally.</p> |
| PARTNERSHIPS | <p>Collaboration & Cooperation Seeks to find the right solution for all. Stays connected and works together with colleagues and the people who use our services to achieve great things.</p> |
| PARTNERSHIPS | <p>Credibility & Integrity 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> |

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| REPUTATION | Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for the people who use our services and our colleagues. |
| REPUTATION | Disrupting Disadvantage Promotes fairness and seeks to provide added advantage and opportunity to those who would normally be disadvantaged. |
| REPUTATION | Doing Our Best Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation. |
| PEOPLE | Resilience & Bounce Back Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to setbacks and disappointments. |
| PEOPLE | Wins Hearts & Minds Contributes to an environment where people want to do their best work and show commitment to the One MCM Purpose and Philosophy. |
| 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. |
| 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 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.

We are inquisitive and ask why.

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| Curious | <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> |