POSITION: Lead Tenant Volunteer
REPORTS TO: Team Leader, CIAO
LOCATED: North Fitzroy
DATE: June 2017

ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, MCM is a non-denominational organisation that provides assistance to thousands of Victorian people and communities experiencing disadvantage.

As a service provider MCM’s work is focussed on providing a hand up not a hand out, supporting people to take charge of their own lives and participate fully in community life. MCM’s service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care.

As a social change agent MCM advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

JOB CONTEXT

The appointee will be expected to commit to MCM’s vision and values and align their work to the organization’s strategic objectives.

MCM provides this Lead Tenant model Program, Community Integration and Accommodation Options (CIAO) for up to 8 young people aged between 15 and 18 years who are exiting the Out of Home Care system in transition to independent living. The program aims to provide a stable and nurturing environment where the young people on statutory orders can develop the skills necessary to achieve their goals. Lead Tenant volunteers assist the young person/s by being a positive role model and providing practical supports. The volunteer will live with the young people and will be resident on the property for at least five nights weekly.

The role is supported by a team of professionals. Training and professional supervision is provided.
JOB PURPOSE

- To provide services for young people, consistent with the principles and philosophy of the Children and Young Persons Act 2008.
- To assist in the development of support plans for young people via information, observation and reporting.
- To support young people to gain skills that maximise opportunities for independent living within their community of choice.
- To support and assist clients with daily living activities.
- To support and assist clients to access and participate in local community facilities and resources.
- To actively promote an environment that provides opportunity and enhances individual competencies.
- To participate in client meetings as required.
- To provide, in the context of individual clients, information, liaison and reports to the Case Managers and the Team Leader.
- To promote the development of family and community networks for young people by welcoming approved visitors.
- To ensure that the resources of the agency are used in the most appropriate and cost effective manner.
- To ensure that all maintenance issues within the property are addressed in a safe and timely manner and reported to team members for action.
- To ensure that all policies and procedures of the organization and those developed specific to this program are adopted and implemented at all times.
- To participate, understand and comply with Occupational Health and Safety regulations.
- To ensure that young person’s movements and activities are reported in a timely manner.
- To ensure that the property is maintained and kept clean and reasonable manner and role model this to the young people.

JOB OBJECTIVES

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

- To be a positive role model for the young people in our care.
- To provide practical supports to maximise opportunities for living skills development for young people.
- To assist the young person/s to live independently.
- To be responsible for the care and maintenance of the property.
- To monitor the young person/s movements and progress and report to the Team Leader/Support workers.
- To deliver a high quality service to young people residing in a lead tenant model.
- To participate in relevant training.
- To attend house meetings.
KEY RELATIONSHIPS

| Relationships | Department of Human Services, Placement Coordination Unit  
|               | Homelessness & Justice teams |

KEY SKILLS, KNOWLEDGE AND EXPERIENCE

- Demonstrated ability to support young people in transition to independent living.
- Demonstrated ability to work effectively within a team framework.
- Awareness of contemporary approaches to the rights and needs of young people.
- Commitment to the program and to MCM’s philosophy and practice.

MELBOURNE CITY MISSION CAPABILITIES

In addition to the Key Selection Criteria, applicants should be able to demonstrate the following attributes:

| Quality, safety and risk management are paramount | Play by the rules – you make no compromises when it comes to quality, safety and risk management. |
| Clients are at the centre of everything you do | You help clients reach their goals and get the best possible outcomes by working in partnership. You’re always on the lookout for opportunities for improvement. |
| You help make Melbourne City Mission a great place to work | You build and maintain relationships with all your colleagues and clients. You’re a team player; you actively participate in an encouraging and supportive work environment. |
| You achieve results | You’re focused on what you need to do and you deliver. |
| You raise the bar | You embrace a culture of learning, growth and development. |
Communication is key

You’re clear, know your audience and use a variety of methods to share information.

TERMS AND CONDITIONS OF VOLUNTEER POSITION

Utilities and rent are subsidised by the program and are free to the volunteer.

1. The position requires the volunteer to live in the property for five nights weekly. In order to meet the needs of the young people receiving a service.
2. Any person not currently employed or volunteering with MCM will be required to undergo a criminal history check, international check (if applicable) and a willingness to obtain a volunteer Working with Children Check.
3. MCM provides a “smoke free” working environment.
4. MCM is an Equal Opportunity Employer.